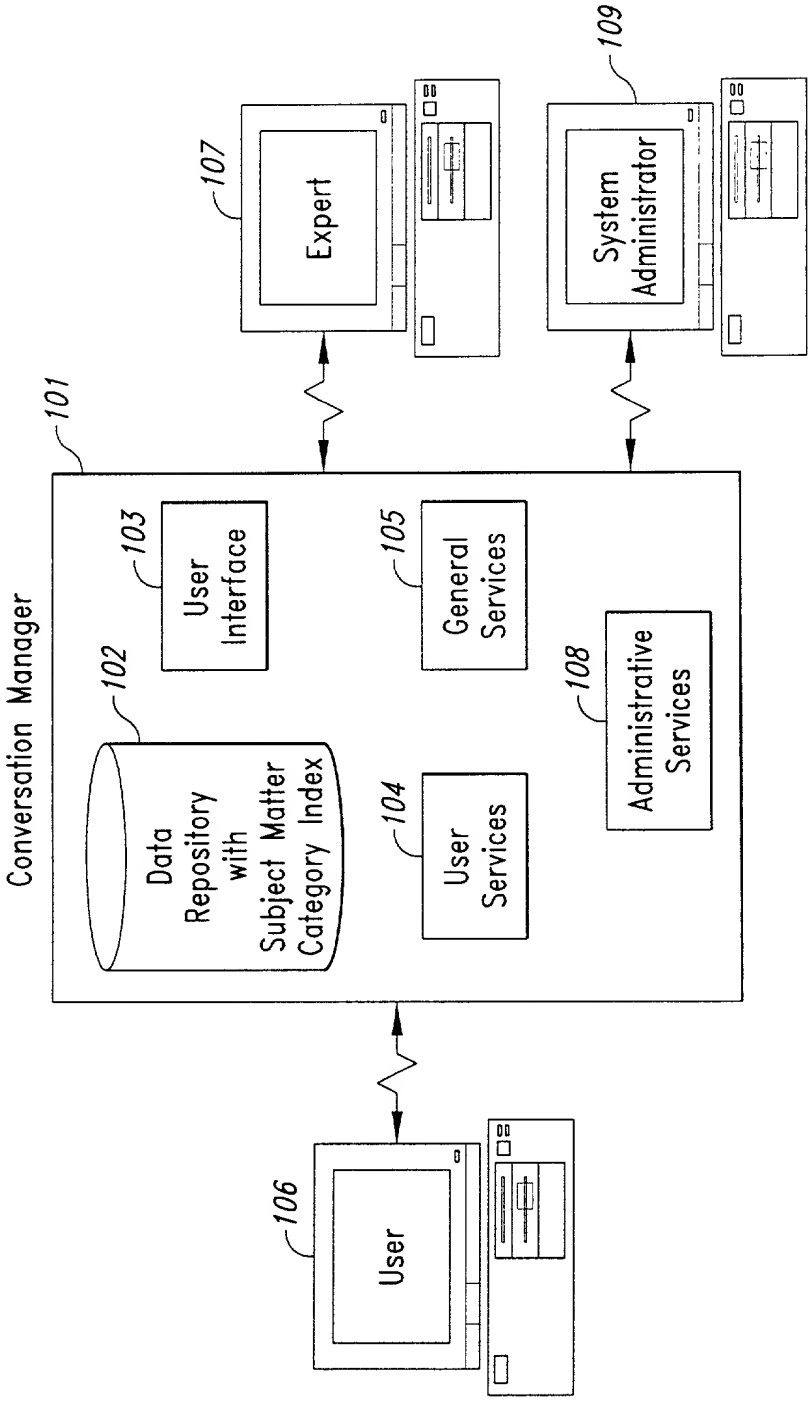
101
Conversation Manager
102
Data Repository with Subject Matter Category Index
103
User Interface
104
User Services
105
General Services
108
Administrative Services
106
User
107
Expert
109
System Administrator

Fig. 1

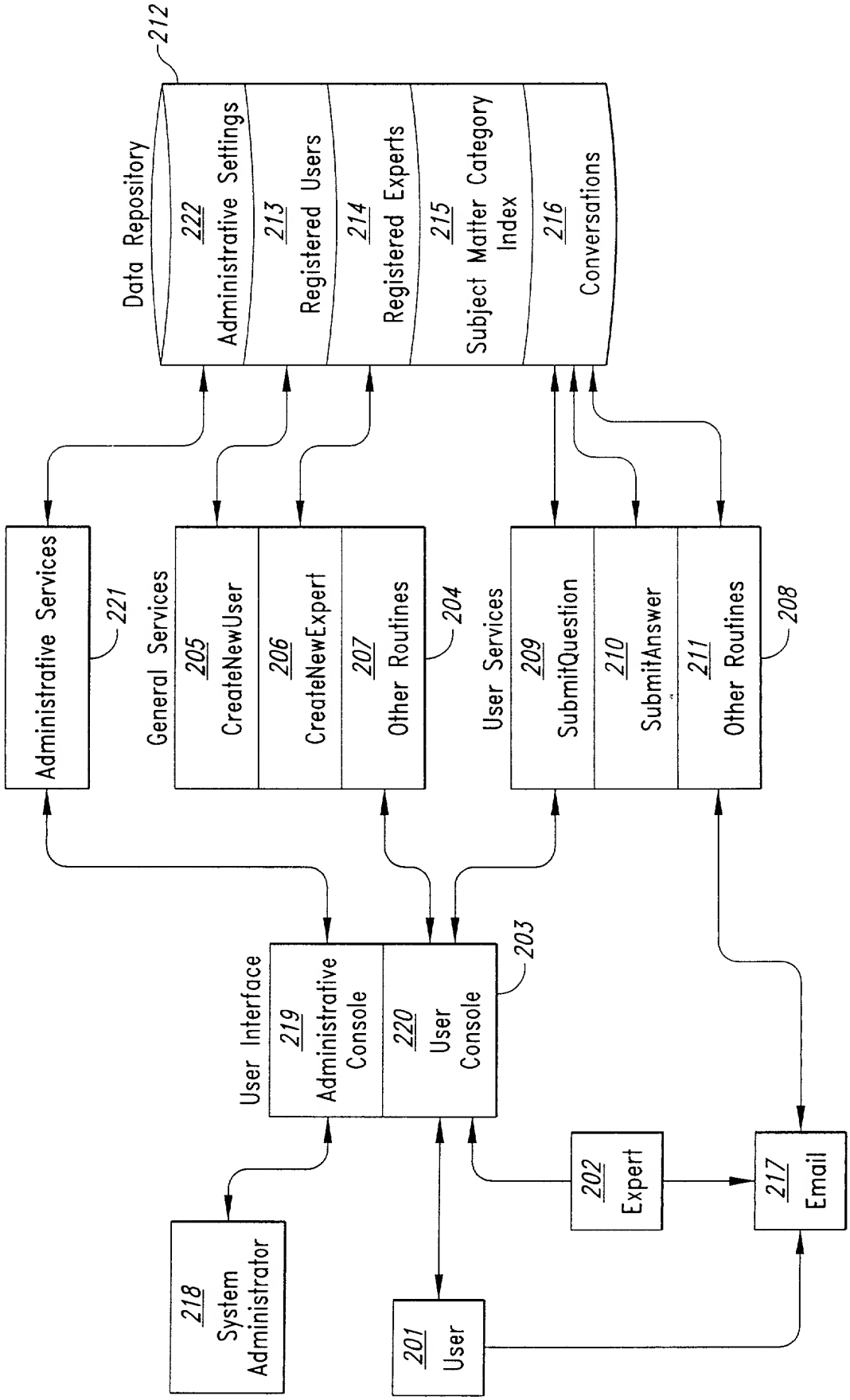
212
Data Repository
222 Administrative Settings
213 Registered Users
214 Registered Experts
215 Subject Matter Category Index
216 Conversations
Administrative Services
221
General Services
205 CreateNewUser
206 CreateNewExpert
207 Other Routines
204
User Services
209 SubmitQuestion
210 SubmitAnswer
211 Other Routines
208
User Interface
219 Administrative Console
220 User Console
203
218 System Administrator
201 User
202 Expert
217 Email

Fig. 2

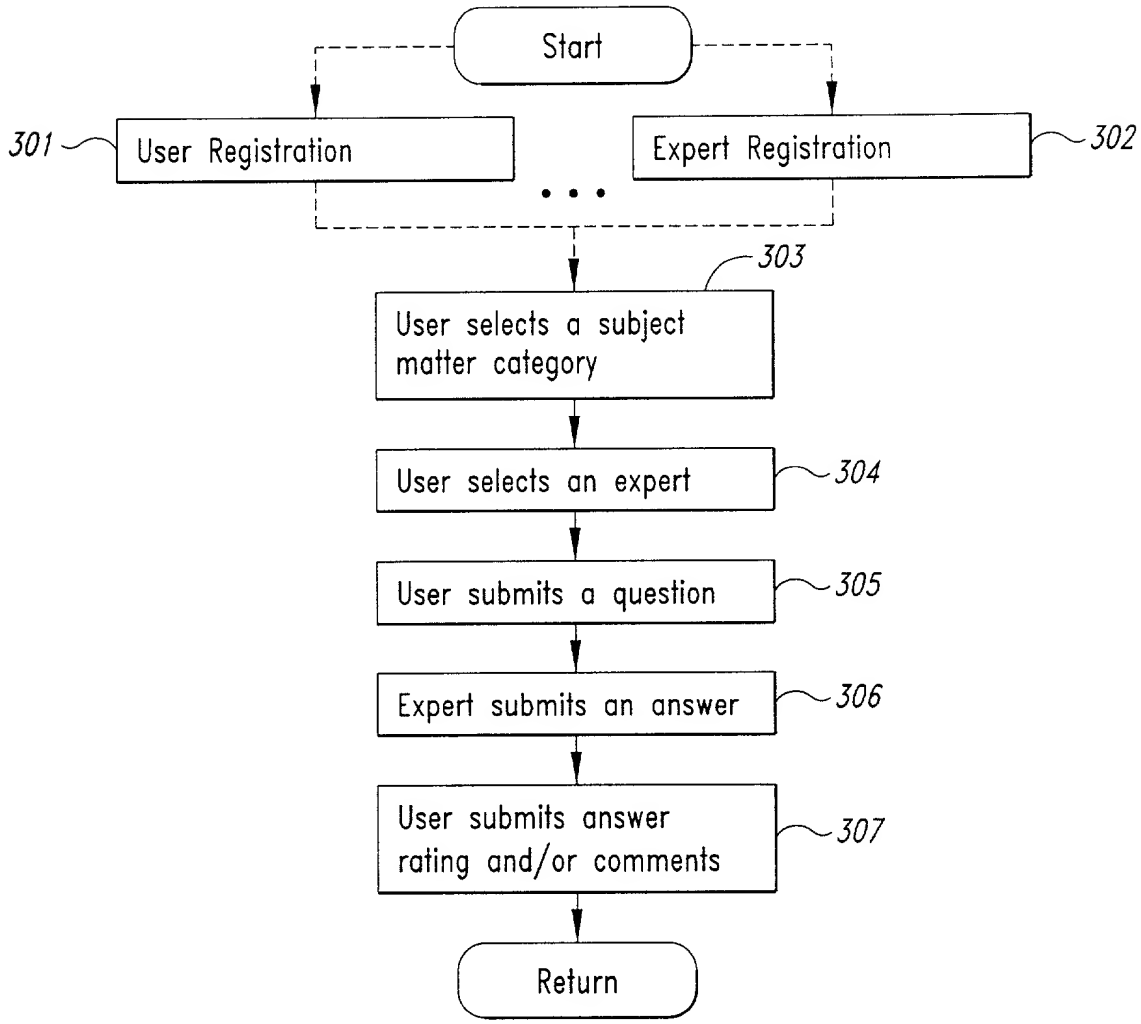
Start
301
User Registration
Expert Registration
302
303
User selects a subject matter category
User selects an expert
304
User submits a question
305
Expert submits an answer
306
User submits answer rating and/or comments
307
Return

Fig. 3

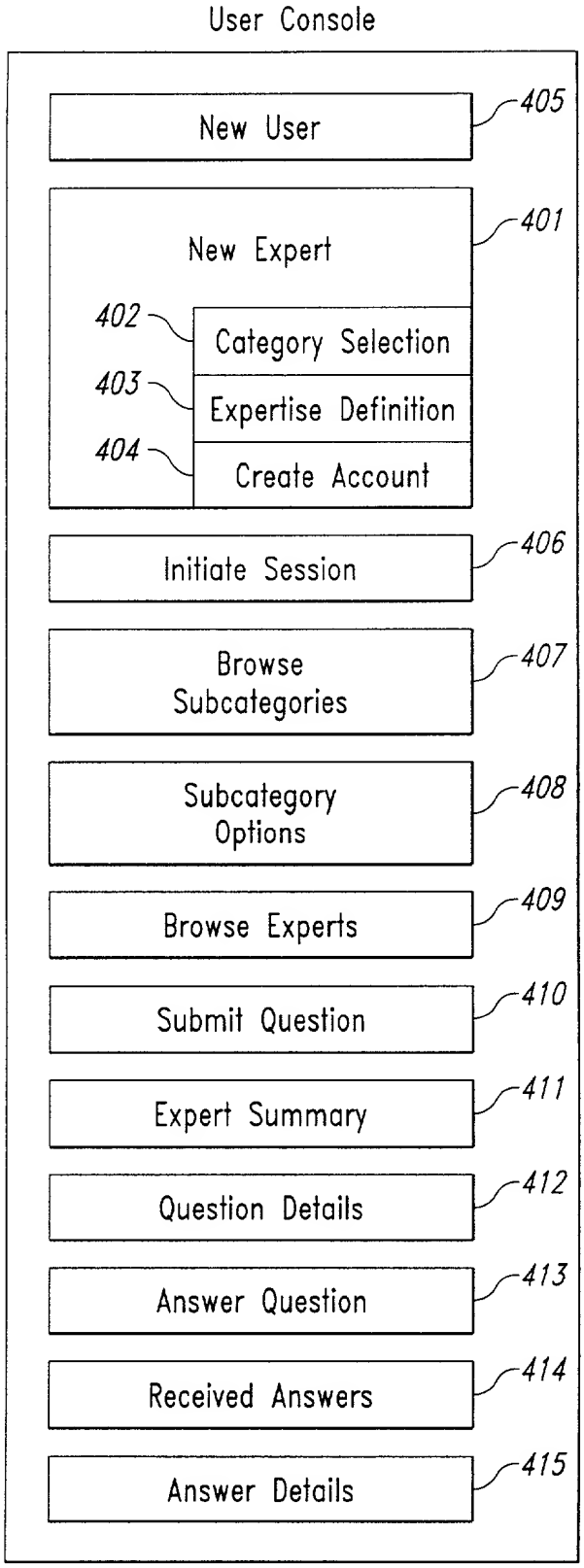
User Console
New User
405
New Expert
401
402
Category Selection
403
Expertise Definition
404
Create Account
Initiate Session
406
Browse Subcategories
407
Subcategory Options
408
Browse Experts
409
Submit Question
410
Expert Summary
411
Question Details
412
Answer Question
413
Received Answers
414
Answer Details
415

Fig. 4

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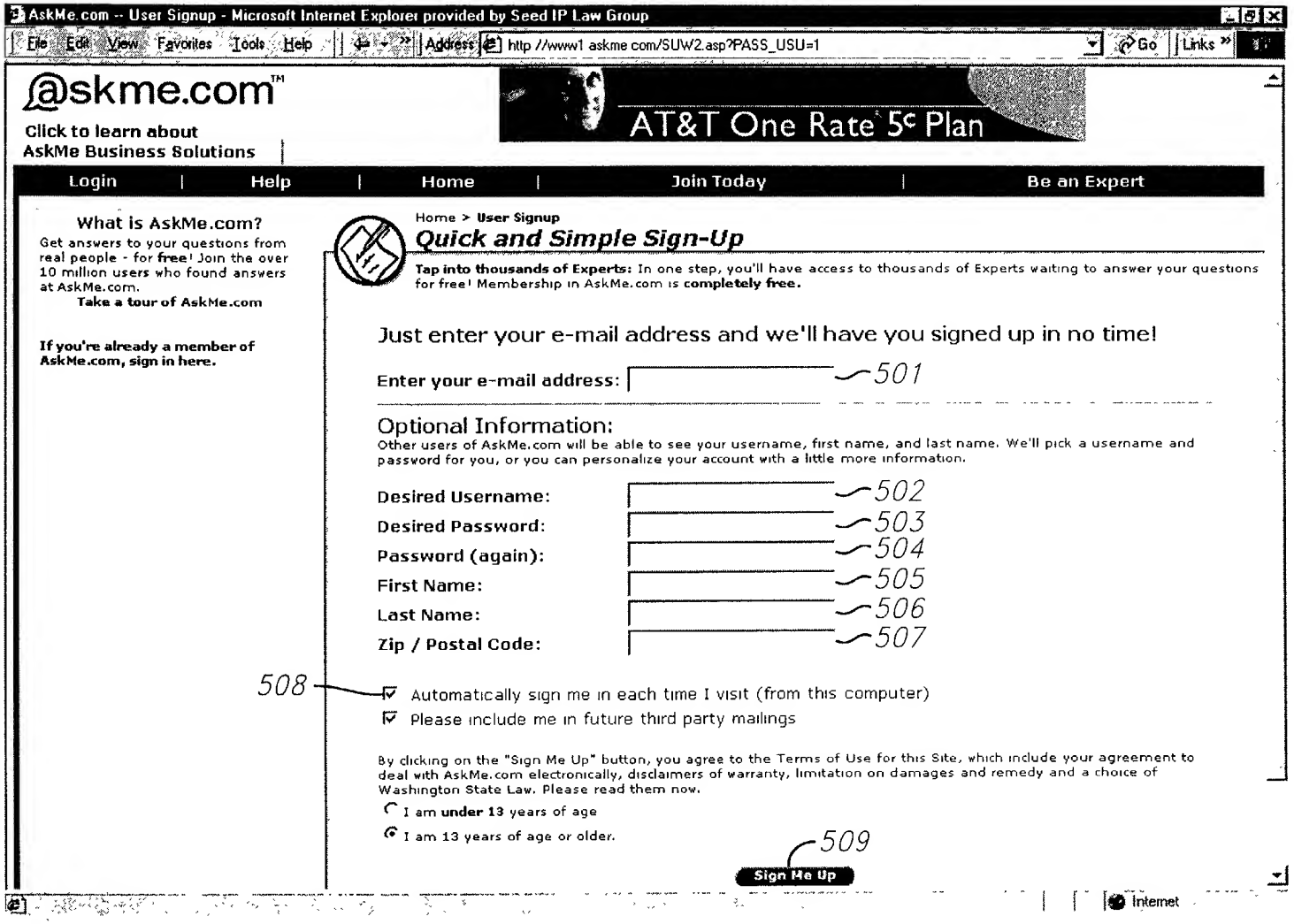


Fig. 5

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Inventor(s): Digvijay S. Chauhan et al.
Express Mail No. EV020611956US
Serial No. 09/895,850
Docket No. 980041.402

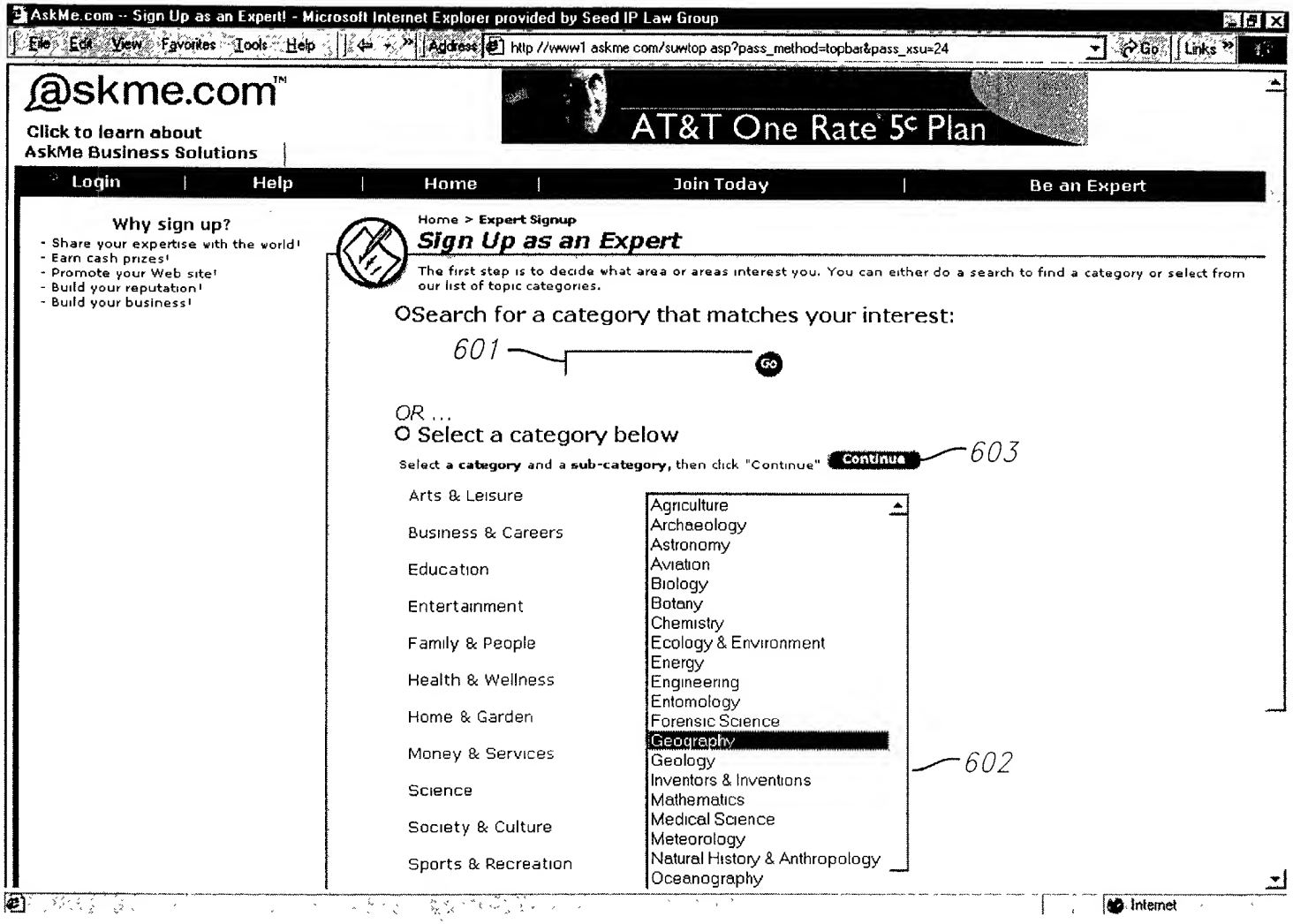


Fig. 6

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402

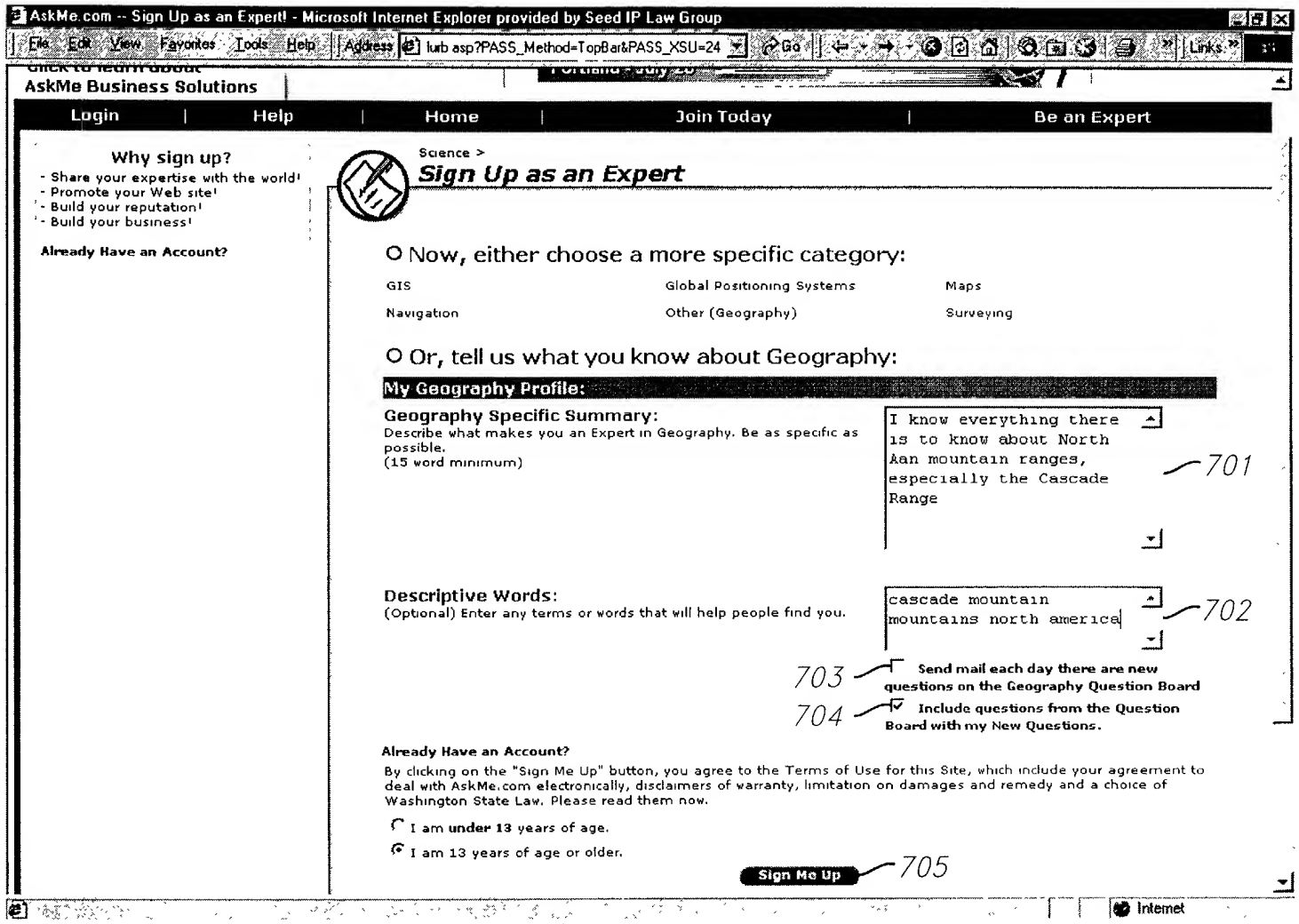


Fig. 7

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402

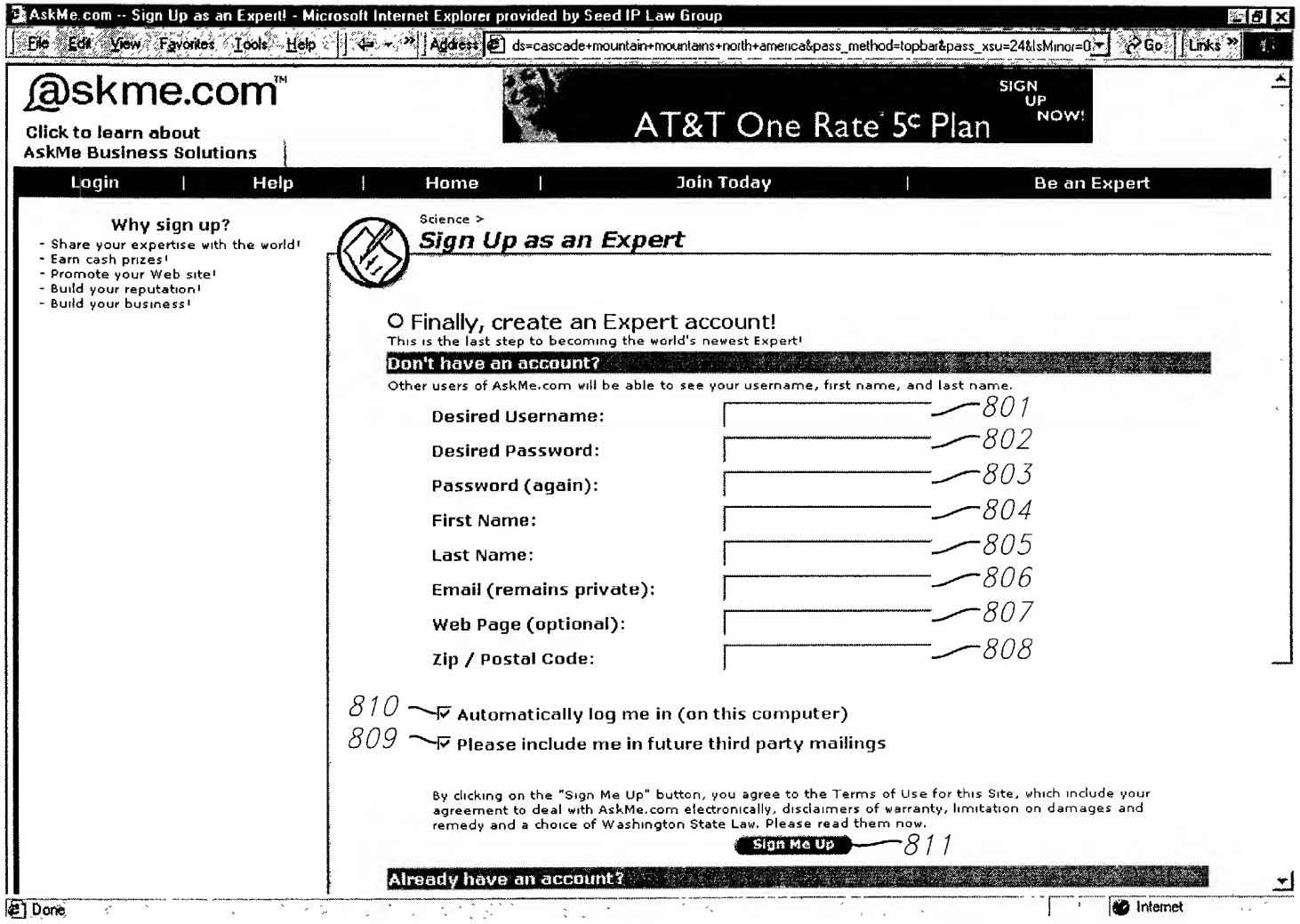
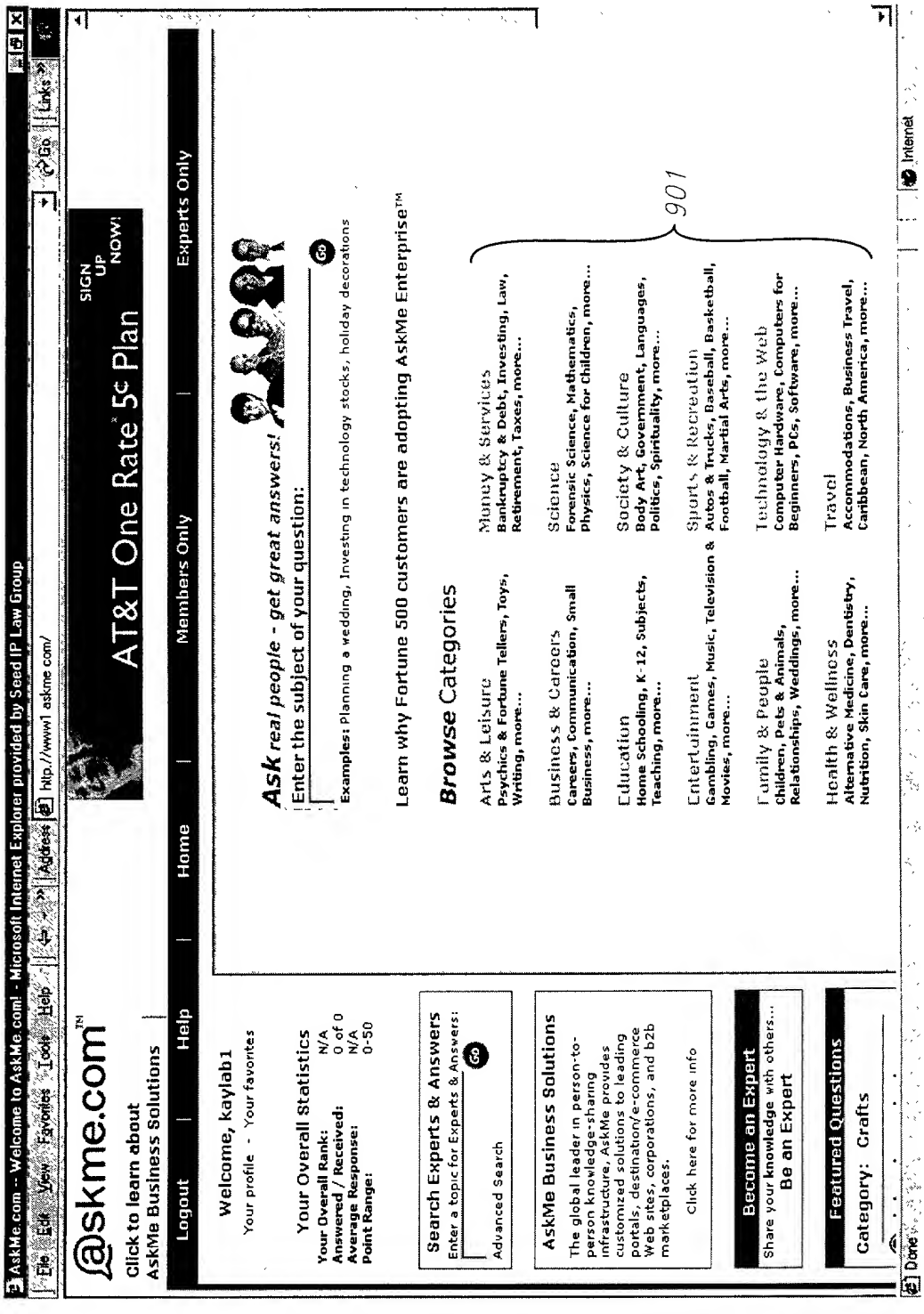


Fig. 8

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402


AskMe.com -- Welcome to AskMe.com! - Microsoft Internet Explorer provided by Seed IP Law Group
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Links
@askme.com™
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SIGN UP NOW!
Logout | Help | Home | Members Only | Experts Only
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Your profile - Your favorites
Your Overall Statistics
Your Overall Rank: N/A
Answered / Received: 0 of 0
Average Response: N/A
Point Range: 0-50
Search Experts & Answers
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Advanced Search
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Entertainment
Gambling, Games, Music, Television & Movies, more...
Family & People
Children, Pets & Animals, Relationships, Weddings, more...
Health & Wellness
Alternative Medicine, Dentistry, Nutrition, Skin Care, more...
Money & Services
Bankruptcy & Debt, Investing, Law, Retirement, Taxes, more...
Science
Forensic Science, Mathematics, Physics, Science for Children, more...
Society & Culture
Body Art, Government, Languages, Politics, Spirituality, more...
Sports & Recreation
Autos & Trucks, Baseball, Basketball, Football, Martial Arts, more...
Technology & the Web
Computer Hardware, Computers for Beginners, PCs, Software, more...
Travel
Accommodations, Business Travel, Caribbean, North America, more...
901
Done
Internet

Fig. 9

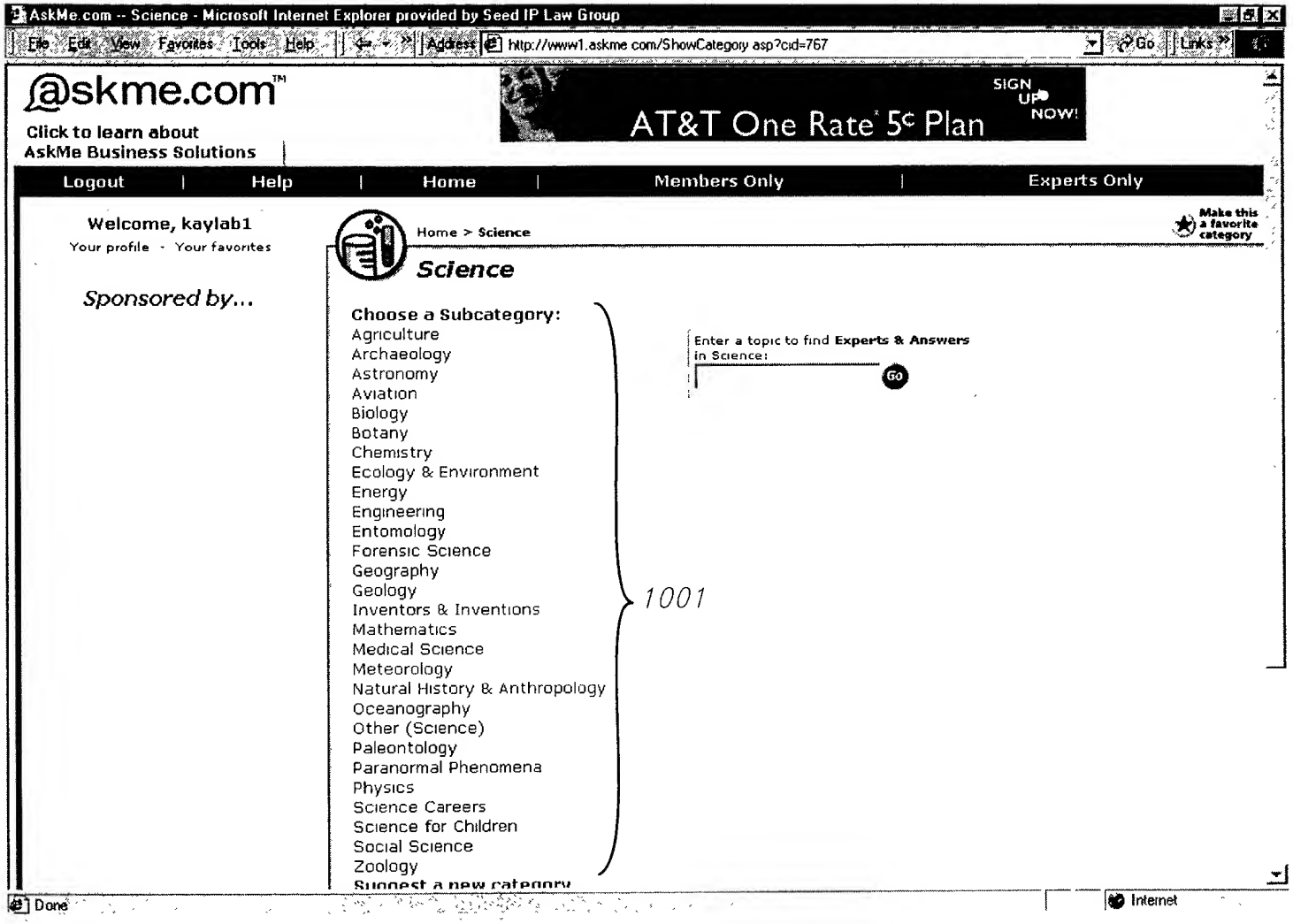


Fig. 10

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402

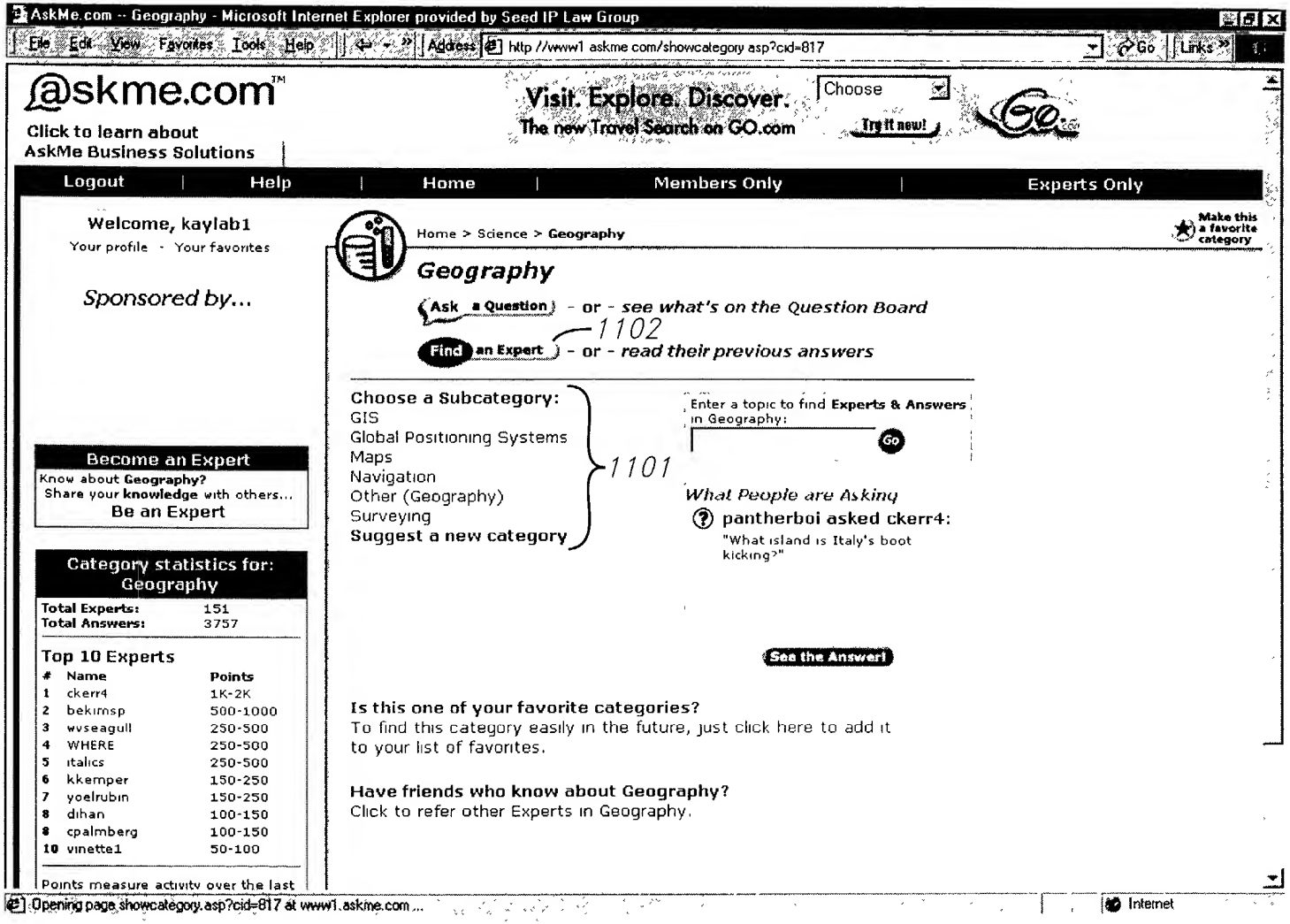


Fig. 11

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402

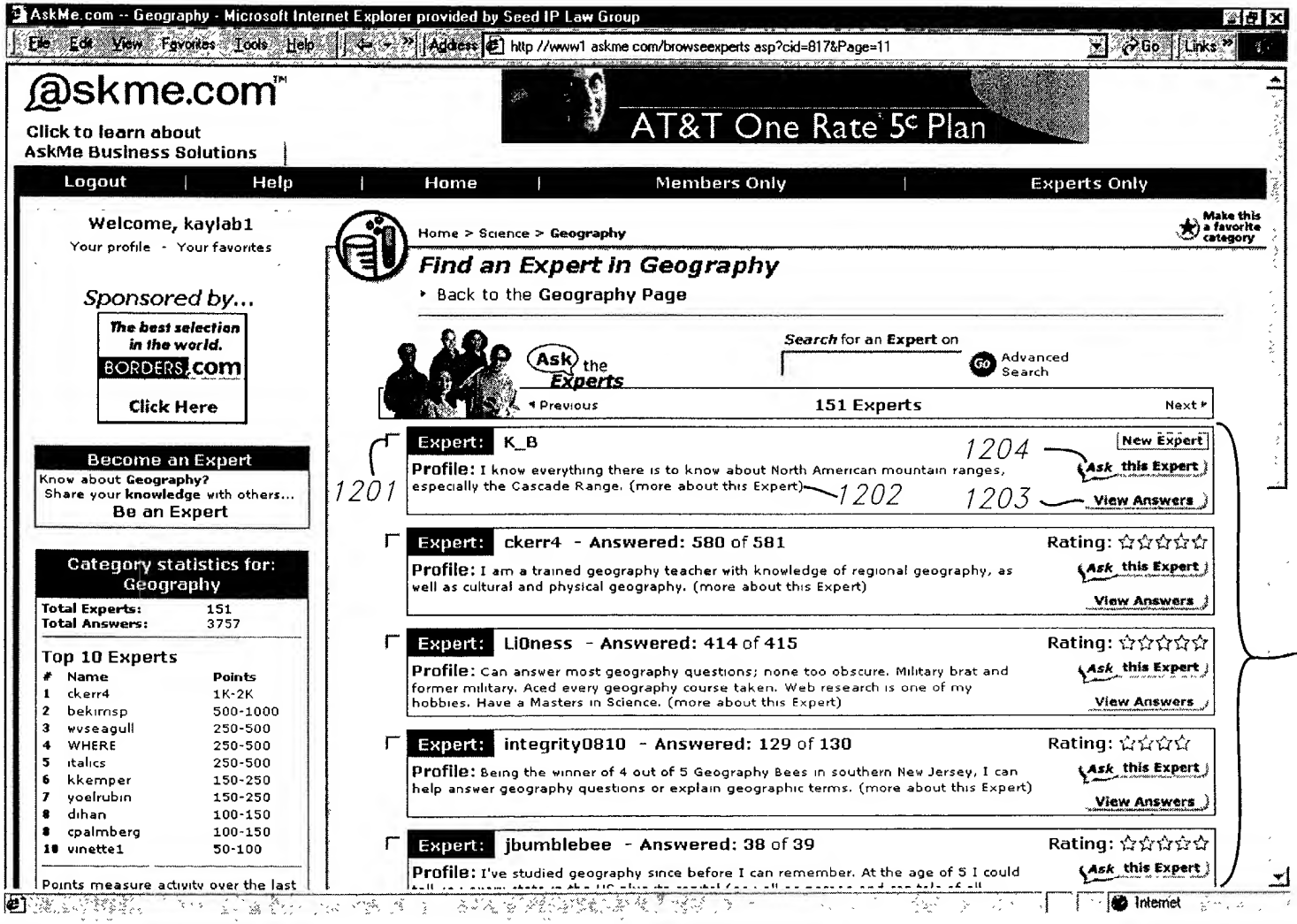


Fig. 12

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402

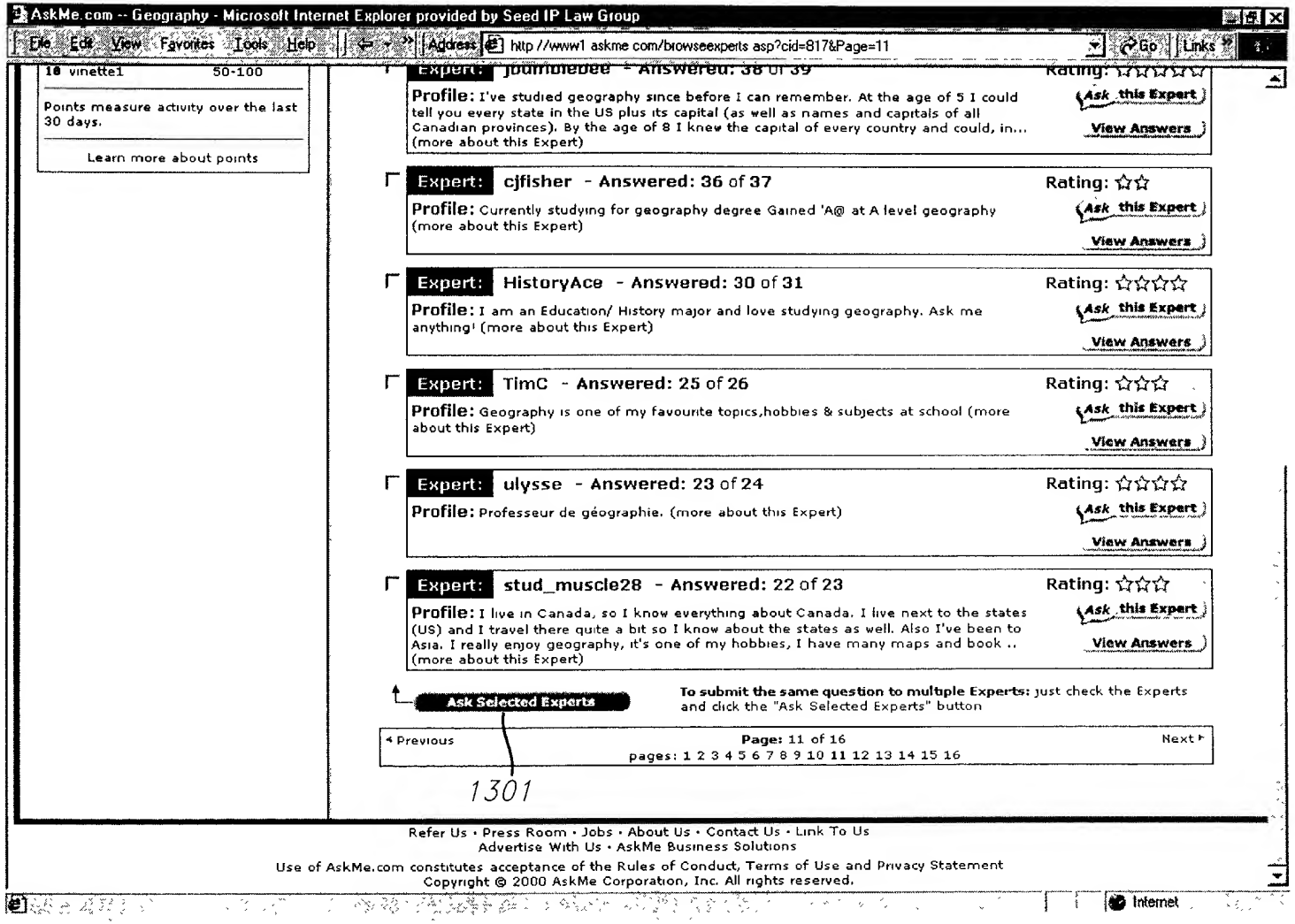
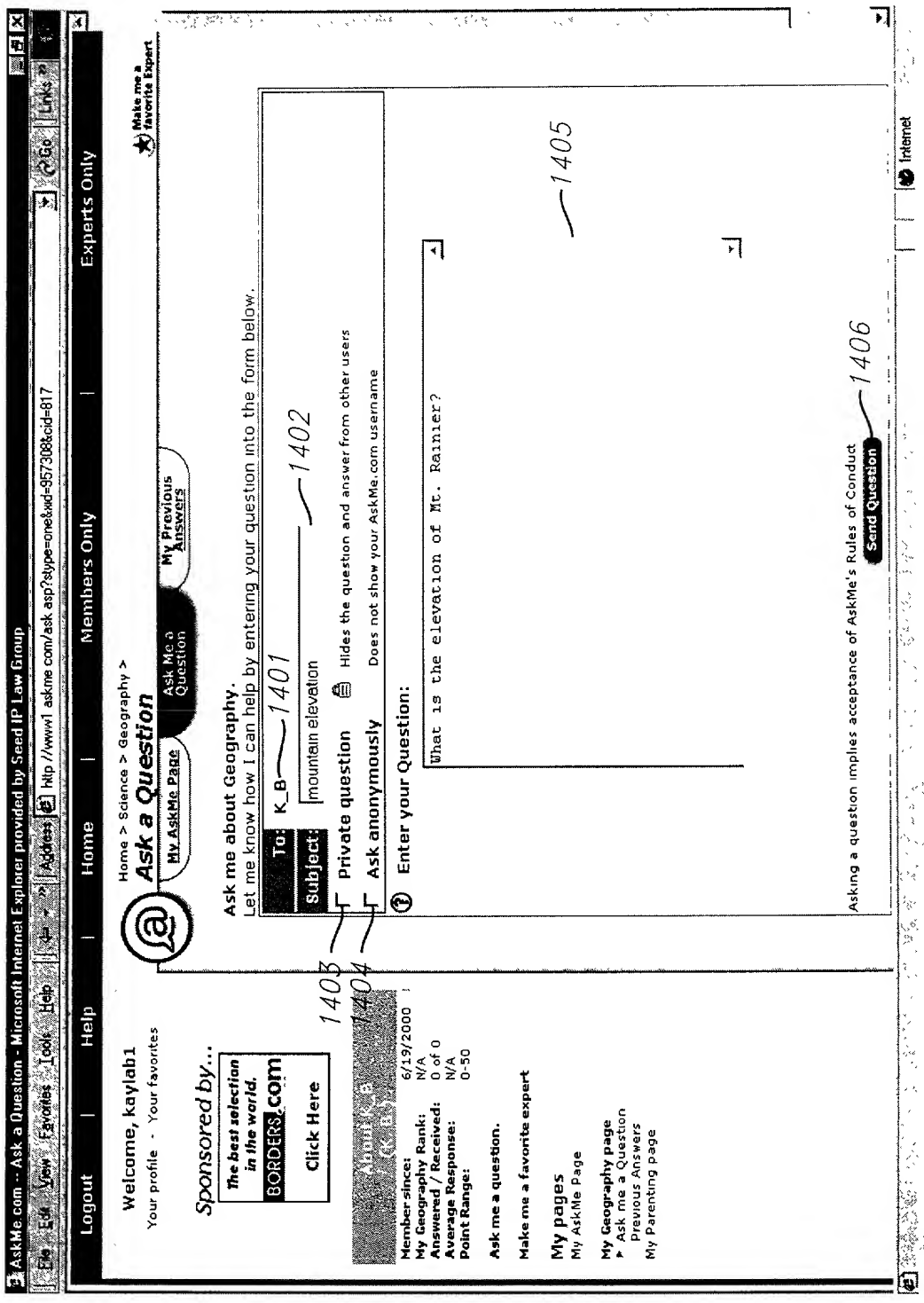


Fig. 13

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402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Ask me about Geography.
Let me know how I can help by entering your question into the form below.
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Subject: mountain elevation
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Hides the question and answer from other users
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Enter your Question:
What is the elevation of Mt. Rainier?
Asking a question implies acceptance of AskMe's Rules of Conduct
Send Question
1401
1402
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Fig. 14

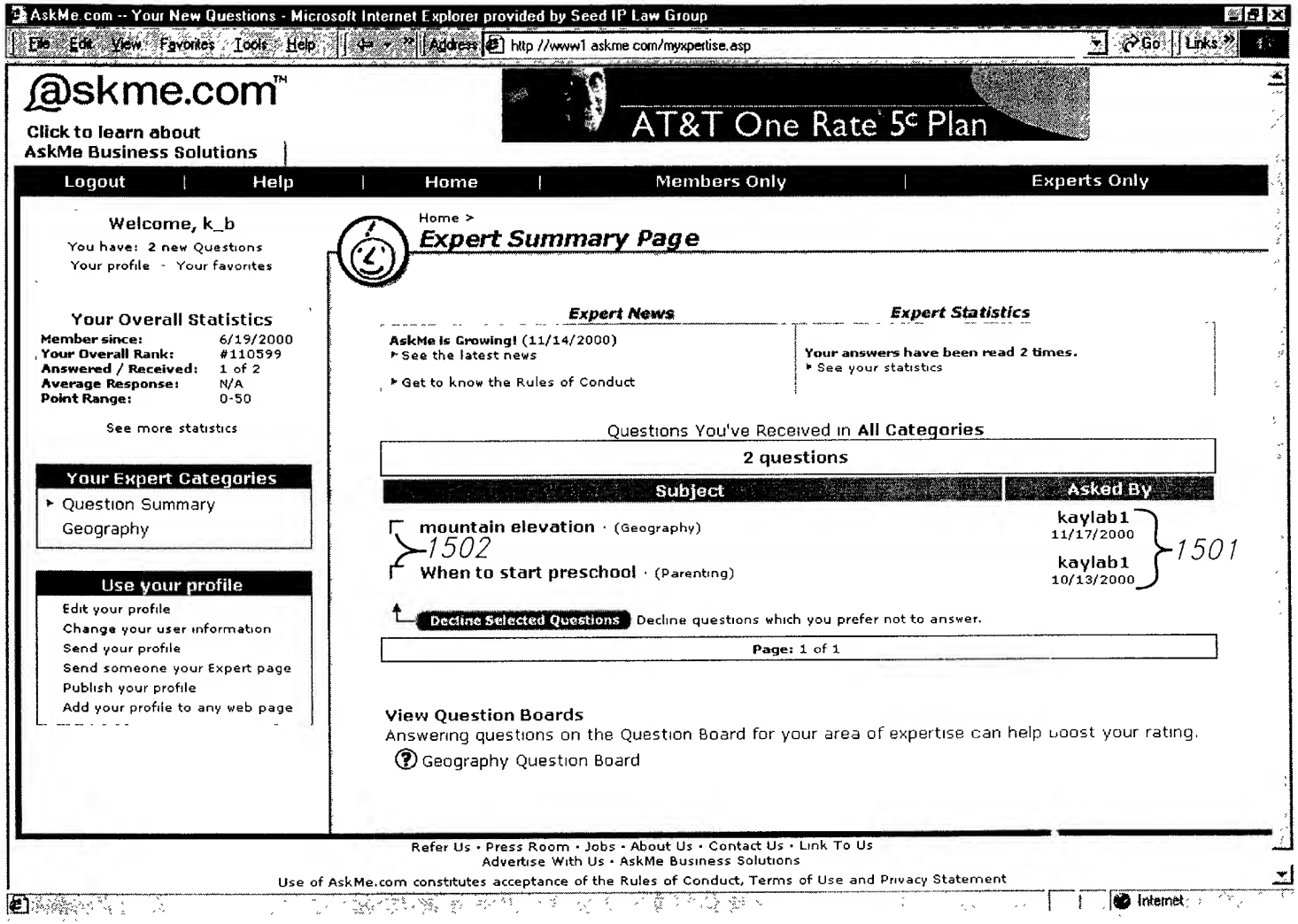


Fig. 15

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402

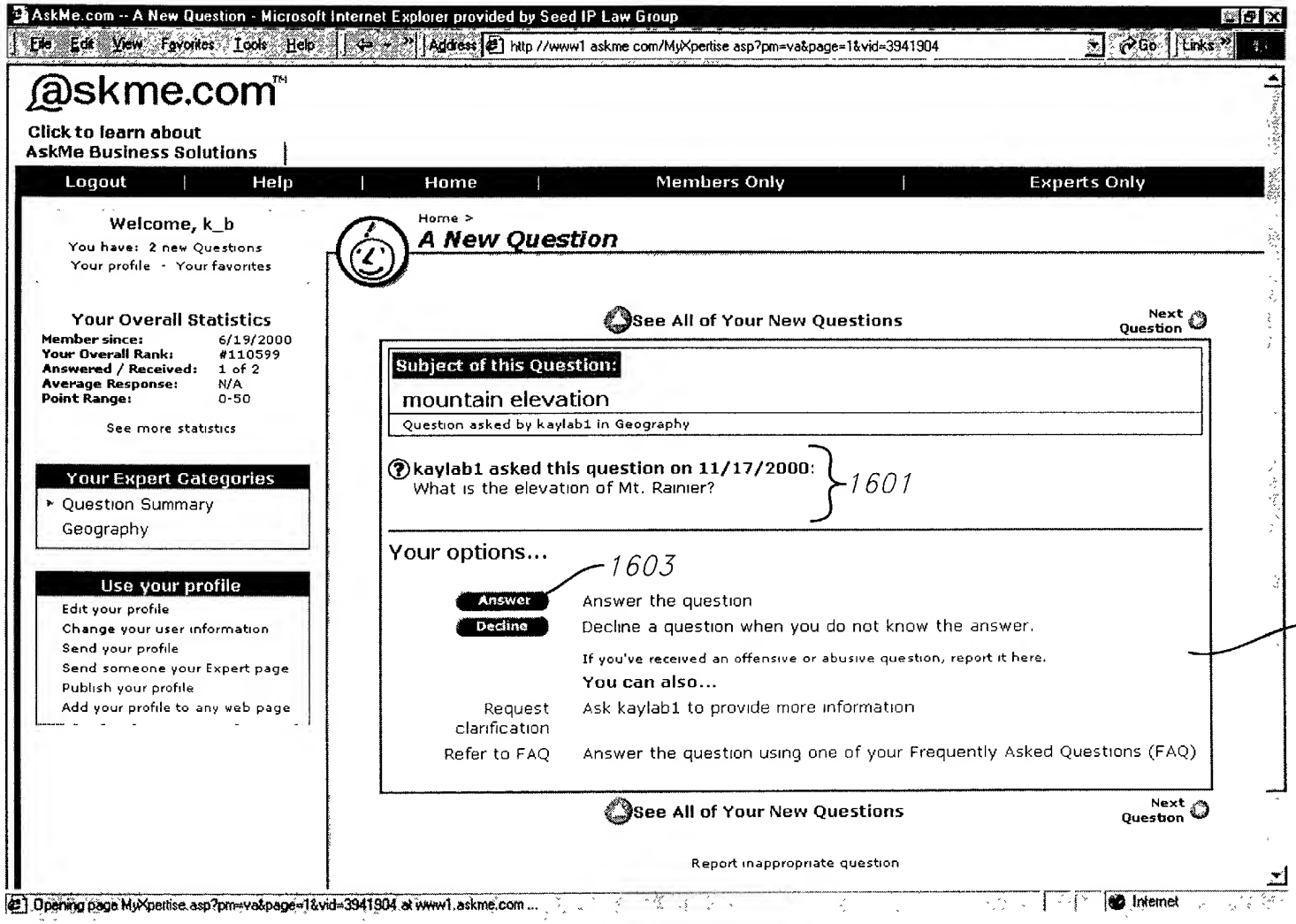


Fig. 16

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402

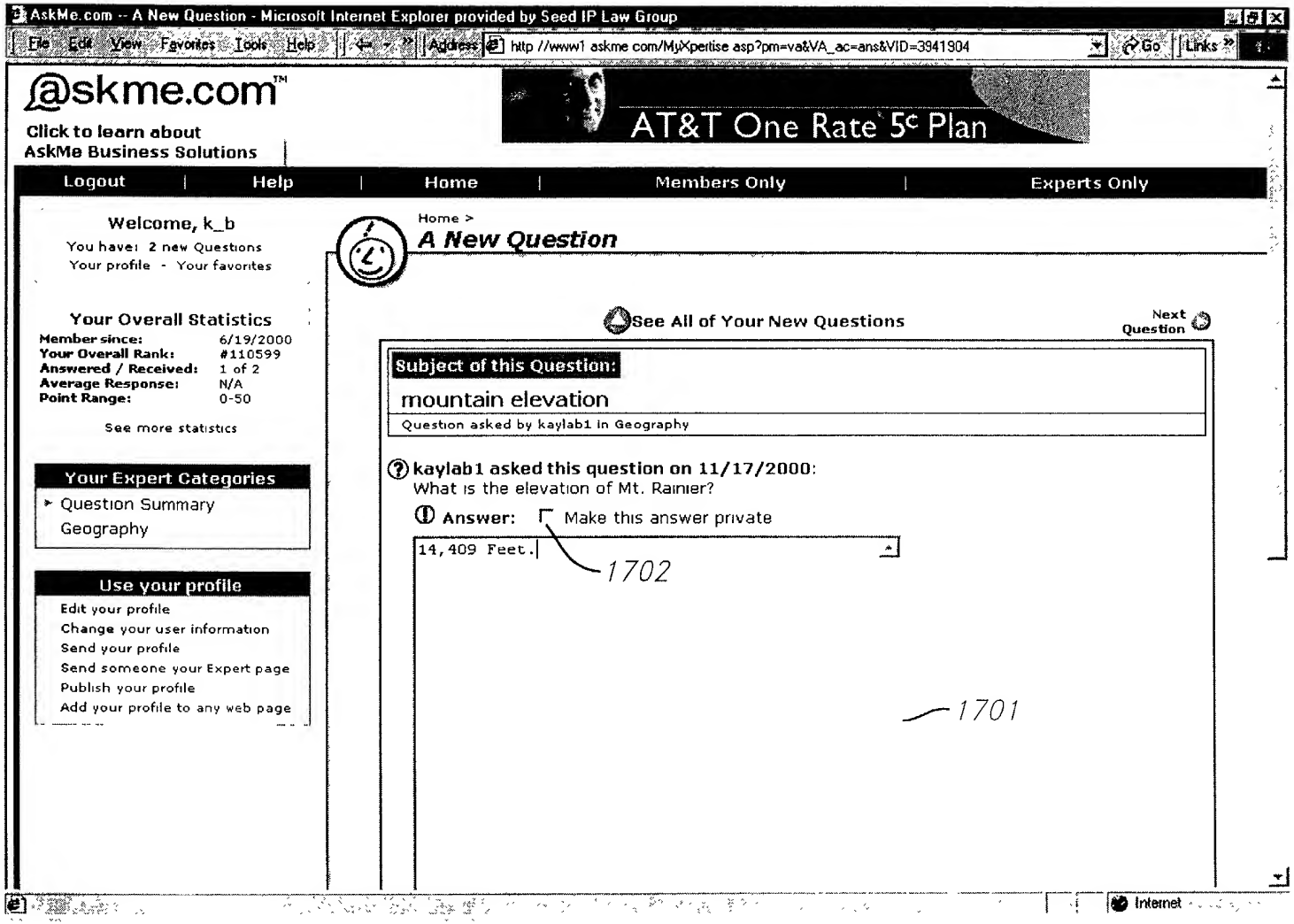
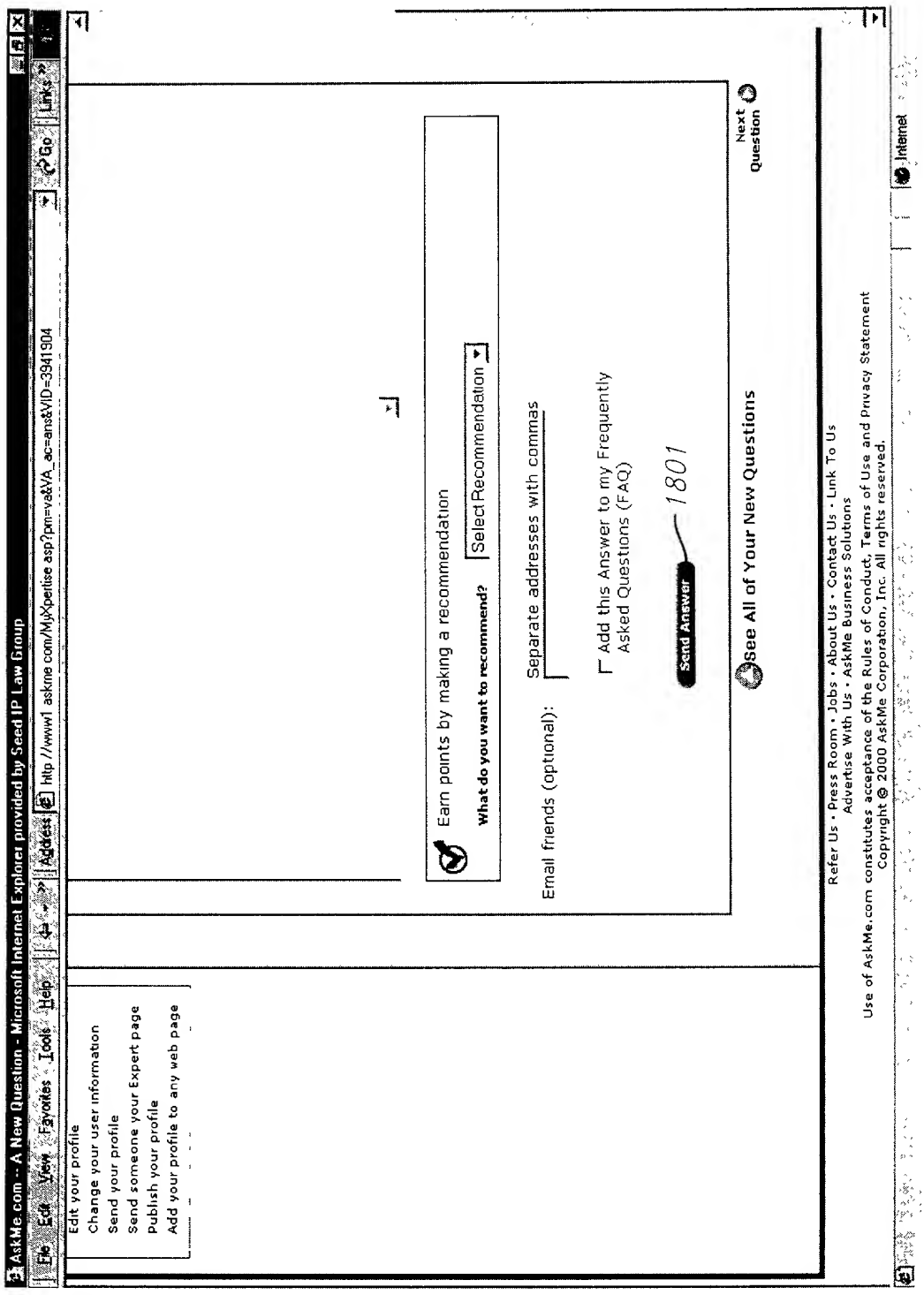


Fig. 17

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402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Address http://www1.askme.com/MyXpertise.asp?pm=va&VA_ac=ans&VID=3941904
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Send your profile
Send someone your Expert page
Publish your profile
Add your profile to any web page
Earn points by making a recommendation
What do you want to recommend?
Select Recommendation
Email friends (optional):
Separate addresses with commas
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Fig. 18

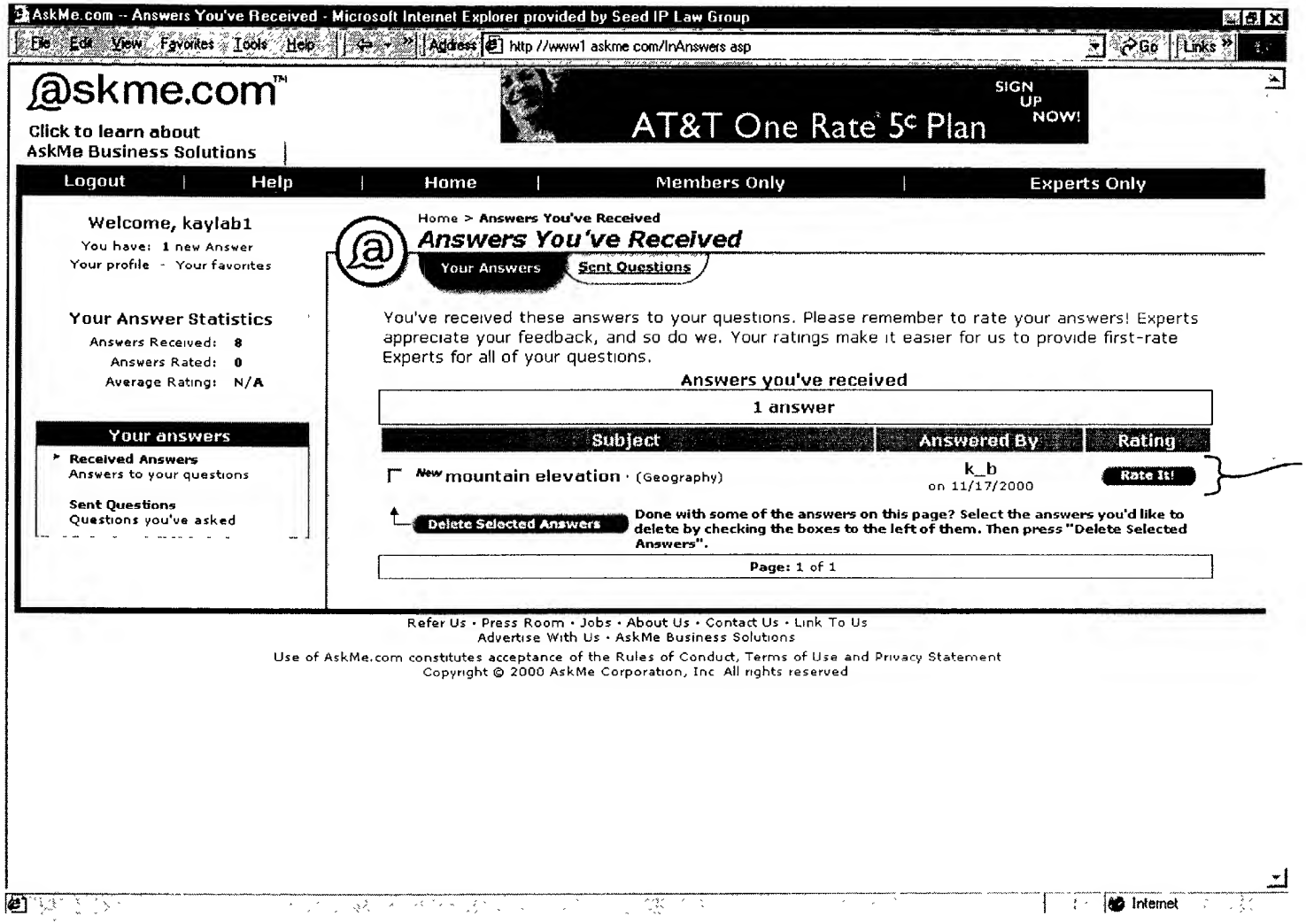


Fig. 19

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402

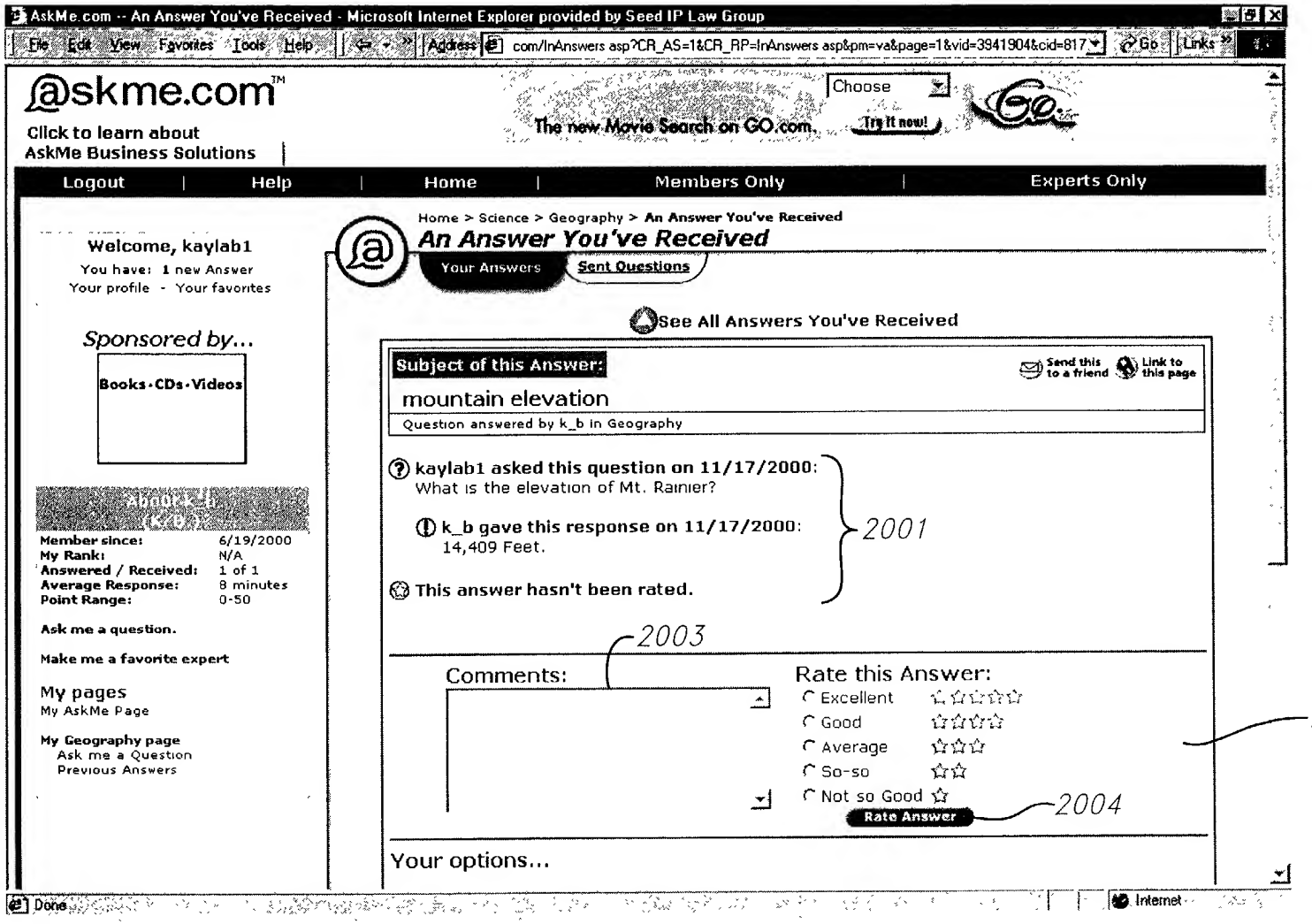
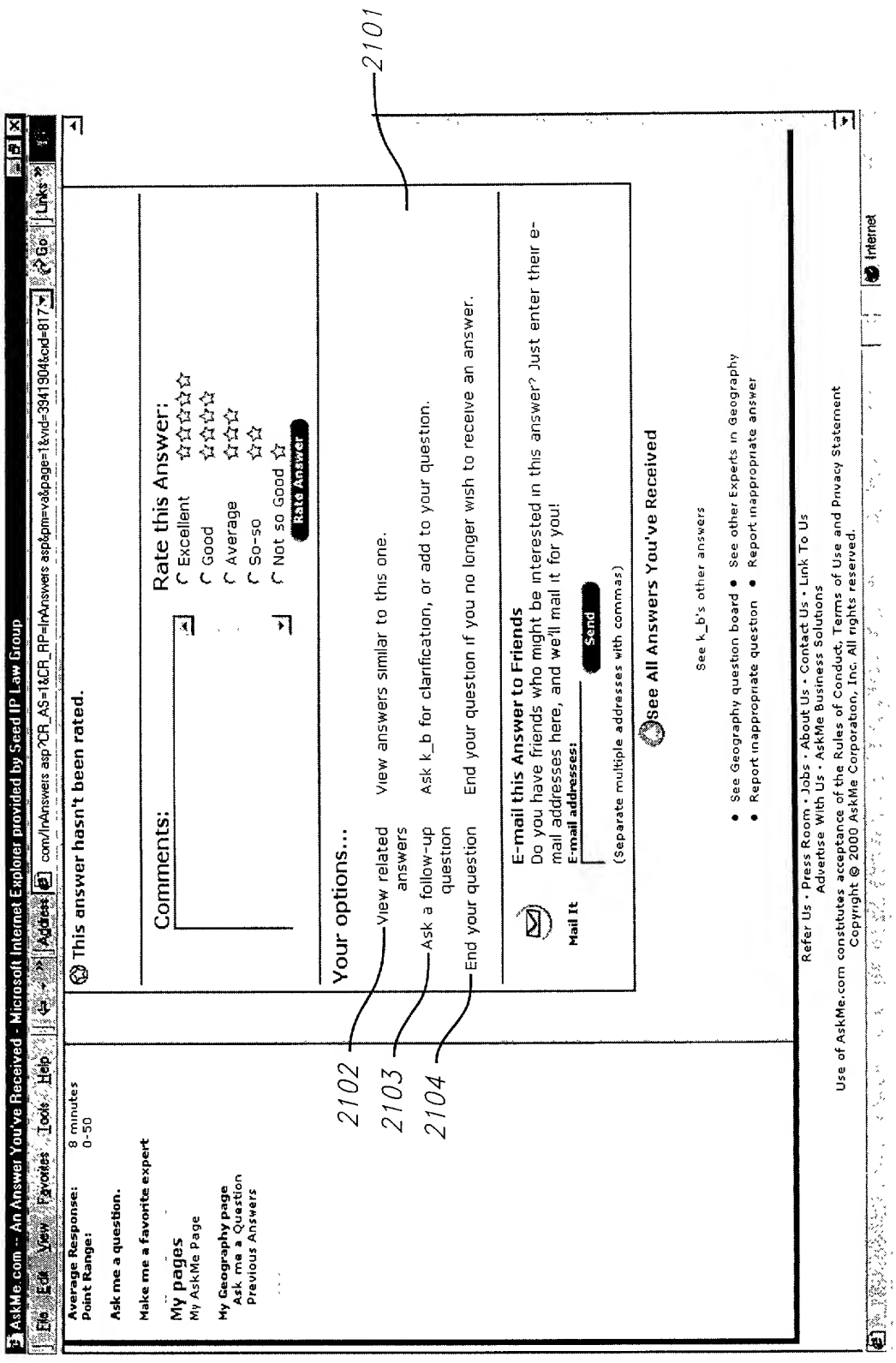


Fig. 20

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402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Go
Links
Average Response: 8 minutes
Point Range: 0-50
Ask me a question.
Make me a favorite expert
My pages
My AskMe Page
My Geography page
Ask me a Question
Previous Answers
This answer hasn't been rated.
Comments:
Rate this Answer:
Excellent
Good
Average
So-so
Not so Good
Rate Answer
Your options...
View related answers
View answers similar to this one.
Ask a follow-up question
Ask k_b for clarification, or add to your question.
End your question
End your question if you no longer wish to receive an answer.
E-mail this Answer to Friends
Do you have friends who might be interested in this answer? Just enter their e-mail addresses here, and we'll mail it for you!
Mail It
E-mail addresses:
Send
(Separate multiple addresses with commas)
See All Answers You've Received
See k_b's other answers
See Geography question board
See other Experts in Geography
Report inappropriate question
Report inappropriate answer
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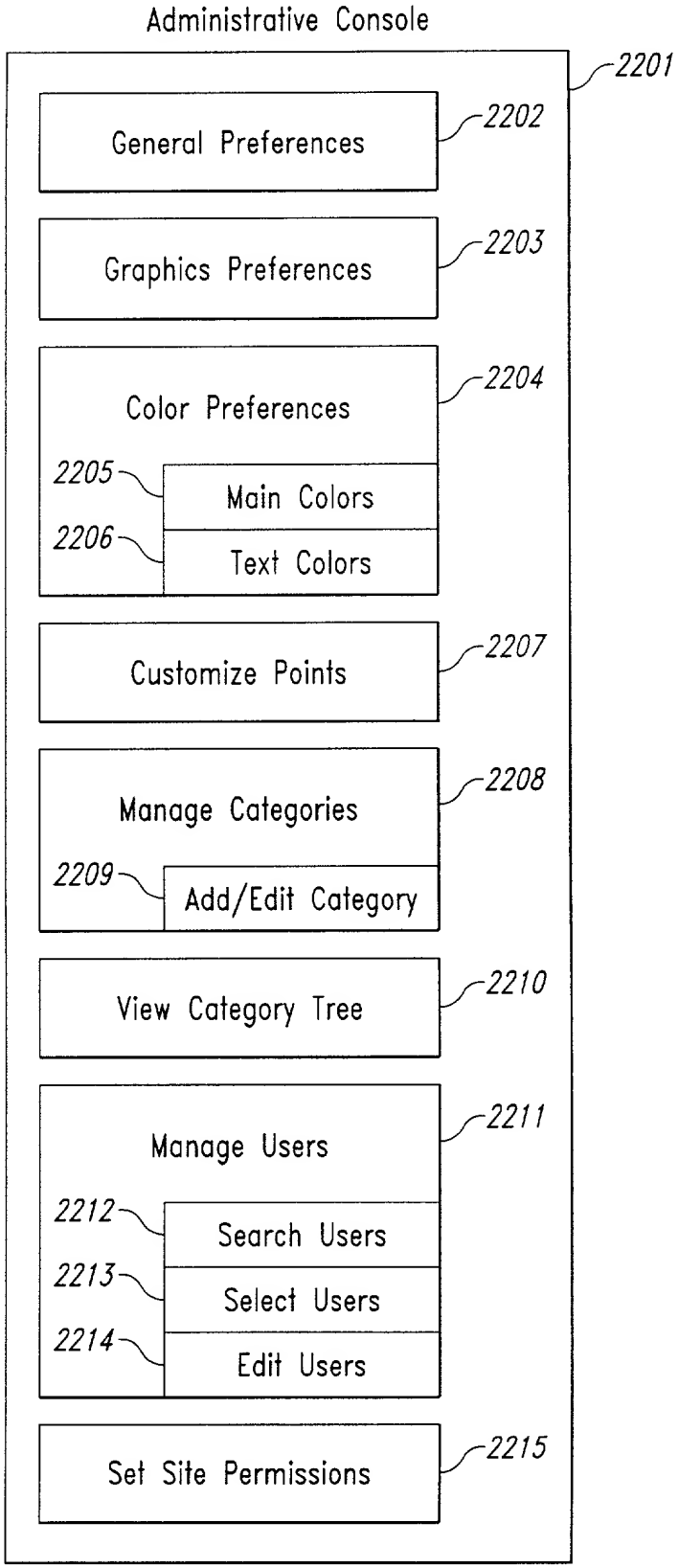
Internet
2101
2102
2103
2104

Fig. 21


Administrative Console
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Color Preferences
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2205
Main Colors
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Text Colors
Customize Points
2207
Manage Categories
2208
2209
Add/Edit Category
View Category Tree
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Manage Users
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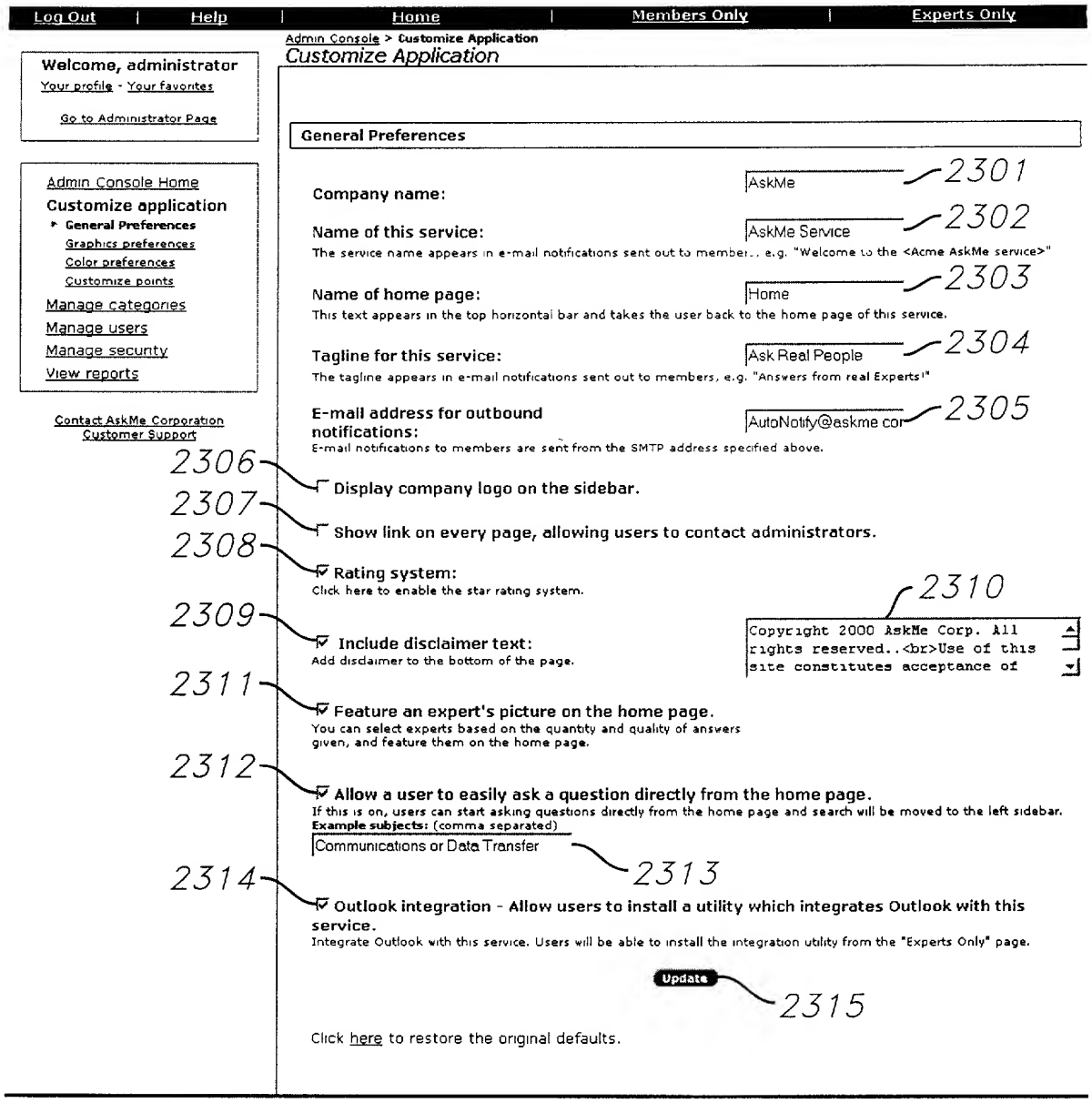
2212
Search Users
2213
Select Users
2214
Edit Users
Set Site Permissions
2215

Fig. 22


Log Out | Help | Home | Members Only | Experts Only
Admin Console > Customize Application
Customize Application
Welcome, administrator
Your profile - Your favorites
Go to Administrator Page
Admin Console Home
Customize application
General Preferences
Graphics preferences
Color preferences
Customize points
Manage categories
Manage users
Manage security
View reports
Contact AskMe Corporation Customer Support
General Preferences
Company name:
AskMe
2301
Name of this service:
AskMe Service
2302
The service name appears in e-mail notifications sent out to member.. e.g. "Welcome to the <Acme AskMe service>"
Name of home page:
Home
2303
This text appears in the top horizontal bar and takes the user back to the home page of this service.
Tagline for this service:
Ask Real People
2304
The tagline appears in e-mail notifications sent out to members, e.g. "Answers from real Experts!"
E-mail address for outbound notifications:
AutoNotify@askme cor
2305
E-mail notifications to members are sent from the SMTP address specified above.
2306
Display company logo on the sidebar.
2307
Show link on every page, allowing users to contact administrators.
2308
Rating system:
Click here to enable the star rating system.
2310
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2309
Include disclaimer text:
Add disclaimer to the bottom of the page.
2311
Feature an expert's picture on the home page.
You can select experts based on the quantity and quality of answers given, and feature them on the home page.
2312
Allow a user to easily ask a question directly from the home page.
If this is on, users can start asking questions directly from the home page and search will be moved to the left sidebar.
Example subjects: (comma separated)
Communications or Data Transfer
2313
2314
Outlook integration - Allow users to install a utility which integrates Outlook with this service.
Integrate Outlook with this service. Users will be able to install the integration utility from the "Experts Only" page.
Update
2315
Click here to restore the original defaults.

Fig. 23

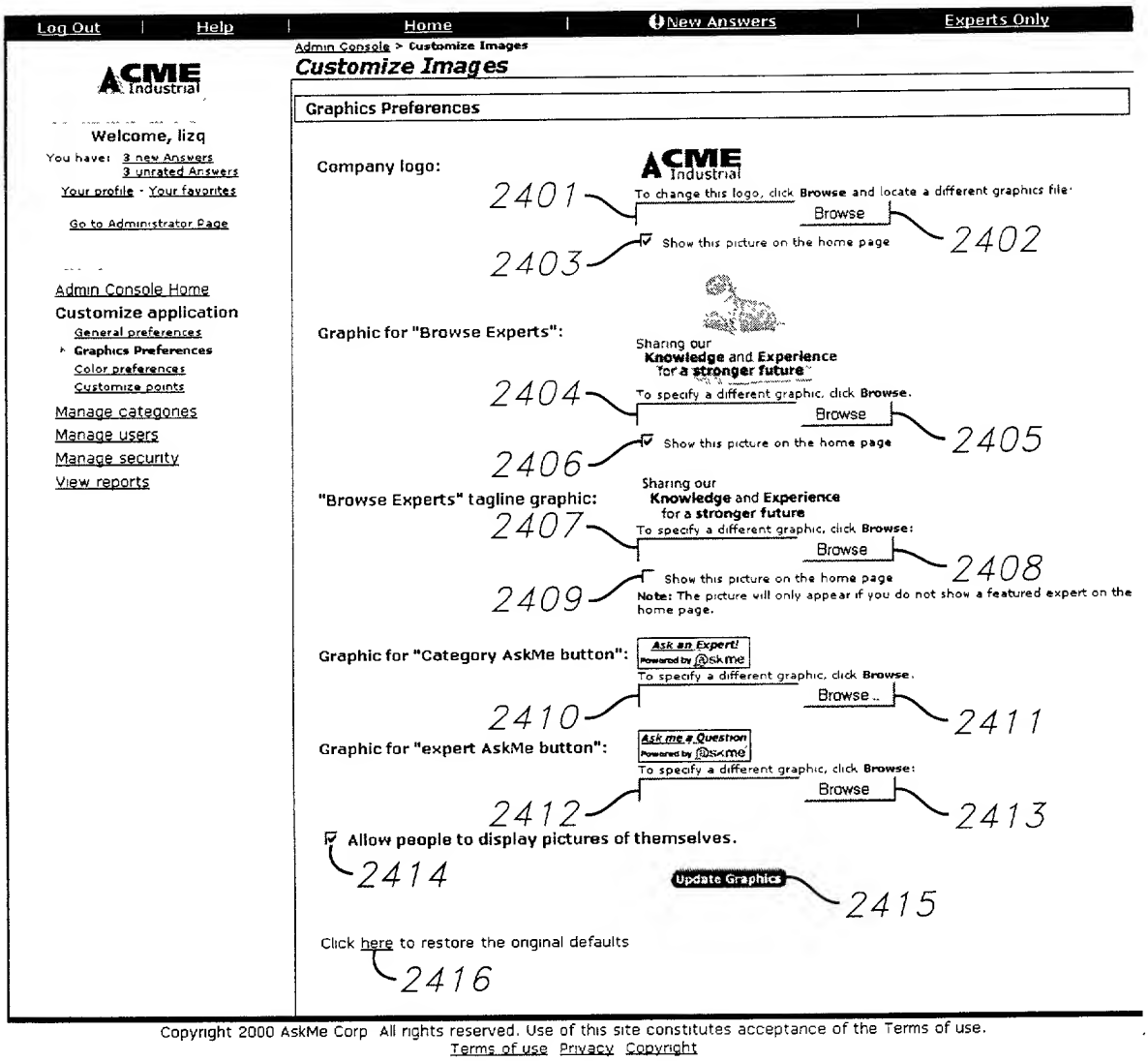
Log Out | Help | Home | New Answers | Experts Only
ACME Industrial
Welcome, lizq
You have: 3 new Answers
3 unrated Answers
Your profile - Your favorites
Go to Administrator Page
Admin Console Home
Customize application
General preferences
Graphics Preferences
Color preferences
Customize points
Manage categories
Manage users
Manage security
View reports
Admin Console > Customize Images
Customize Images
Graphics Preferences
Company logo:
To change this logo, click Browse and locate a different graphics file:
Browse
Show this picture on the home page
2401
2402
2403
Graphic for "Browse Experts":
Sharing our Knowledge and Experience for a stronger future
To specify a different graphic, click Browse.
Browse
Show this picture on the home page
2404
2405
2406
"Browse Experts" tagline graphic:
Sharing our Knowledge and Experience for a stronger future
To specify a different graphic, click Browse:
Browse
Show this picture on the home page
Note: The picture will only appear if you do not show a featured expert on the home page.
2407
2408
2409
Graphic for "Category AskMe button":
Ask an Expert! Powered by @askme
To specify a different graphic, click Browse.
Browse...
2410
2411
Graphic for "expert AskMe button":
Ask me a Question Powered by @askme
To specify a different graphic, click Browse:
Browse
2412
2413
Allow people to display pictures of themselves.
2414
Update Graphics
2415
Click here to restore the original defaults
2416
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Fig. 24

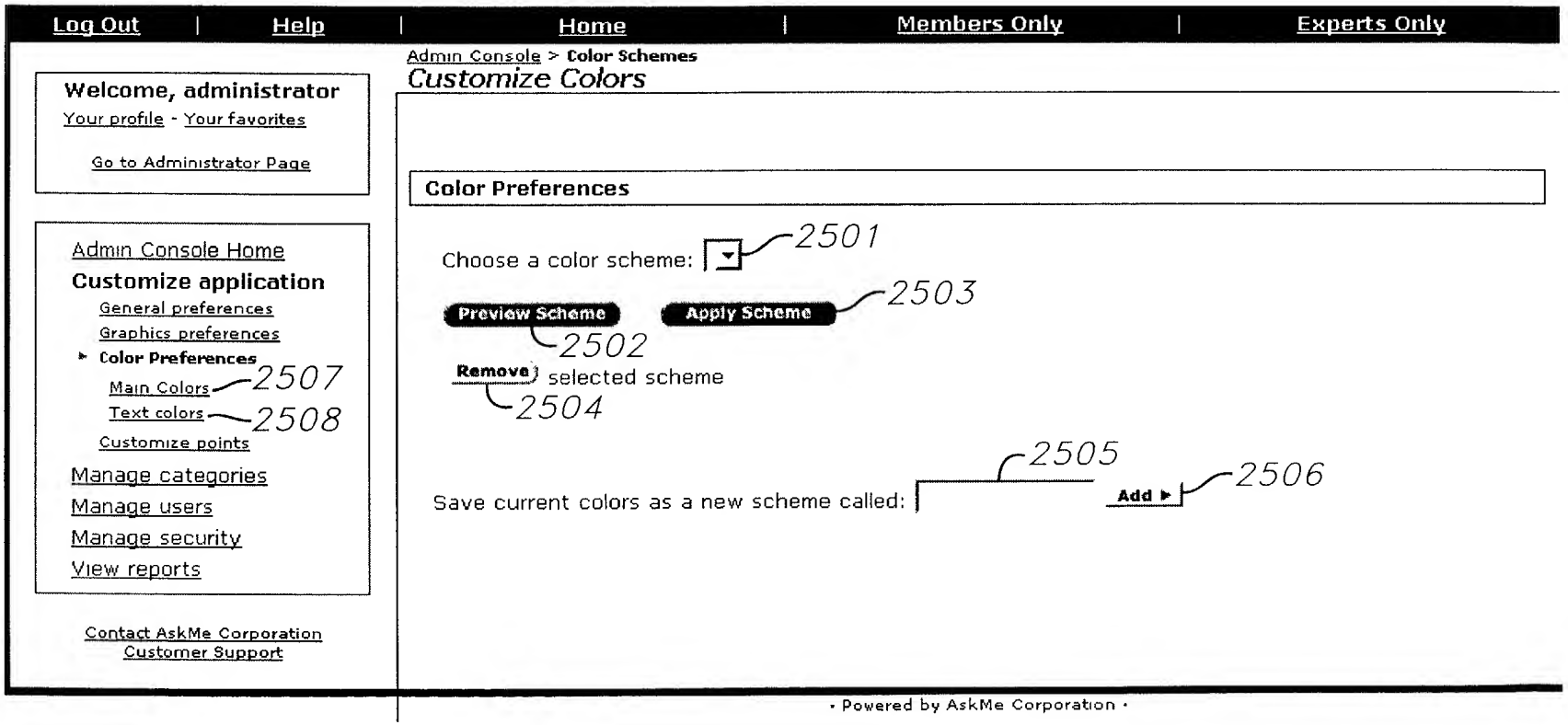

Fig. 25

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402

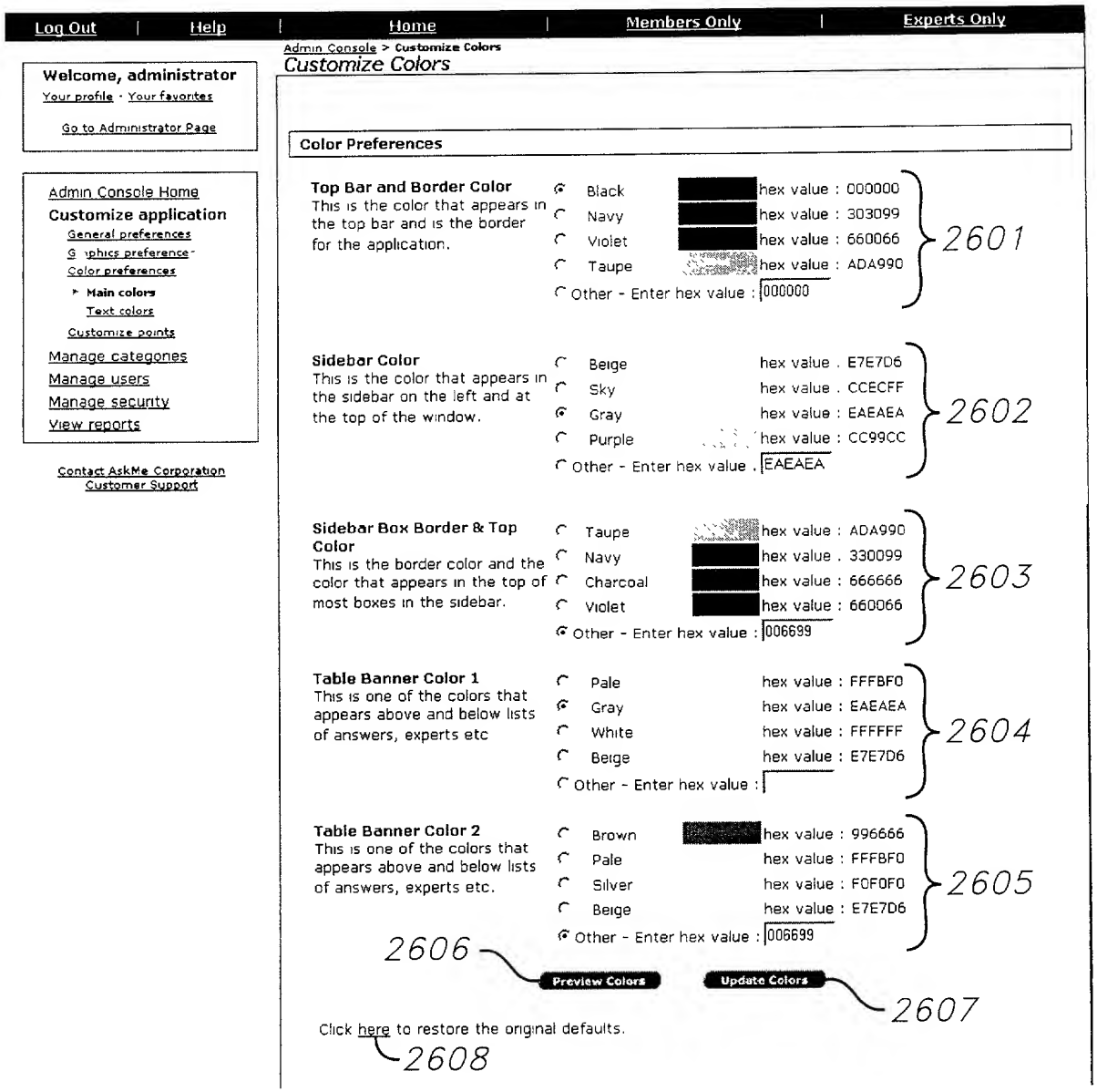
Log Out | Help | Home | Members Only | Experts Only
Admin Console > Customize Colors
Customize Colors
Welcome, administrator
Your profile · Your favorites
Go to Administrator Page
Admin Console Home
Customize application
General preferences
Graphics preference
Color preferences
Main colors
Text colors
Customize points
Manage categories
Manage users
Manage security
View reports
Contact AskMe Corporation Customer Support
Color Preferences
Top Bar and Border Color
This is the color that appears in the top bar and is the border for the application.
Black hex value : 000000
Navy hex value : 303099
Violet hex value : 660066
Taupe hex value : ADA990
Other - Enter hex value : 000000
2601
Sidebar Color
This is the color that appears in the sidebar on the left and at the top of the window.
Beige hex value . E7E7D6
Sky hex value . CCECFF
Gray hex value : EAEAEA
Purple hex value : CC99CC
Other - Enter hex value . EAEAEA
2602
Sidebar Box Border & Top Color
This is the border color and the color that appears in the top of most boxes in the sidebar.
Taupe hex value : ADA990
Navy hex value . 330099
Charcoal hex value : 666666
Violet hex value : 660066
Other - Enter hex value : 006699
2603
Table Banner Color 1
This is one of the colors that appears above and below lists of answers, experts etc
Pale hex value : FFFBF0
Gray hex value : EAEAEA
White hex value : FFFFFF
Beige hex value : E7E7D6
Other - Enter hex value :
2604
Table Banner Color 2
This is one of the colors that appears above and below lists of answers, experts etc.
Brown hex value : 996666
Pale hex value : FFFBF0
Silver hex value : F0F0F0
Beige hex value : E7E7D6
Other - Enter hex value : 006699
2605
2606
Preview Colors
Update Colors
2607
Click here to restore the original defaults.
2608

Fig. 26

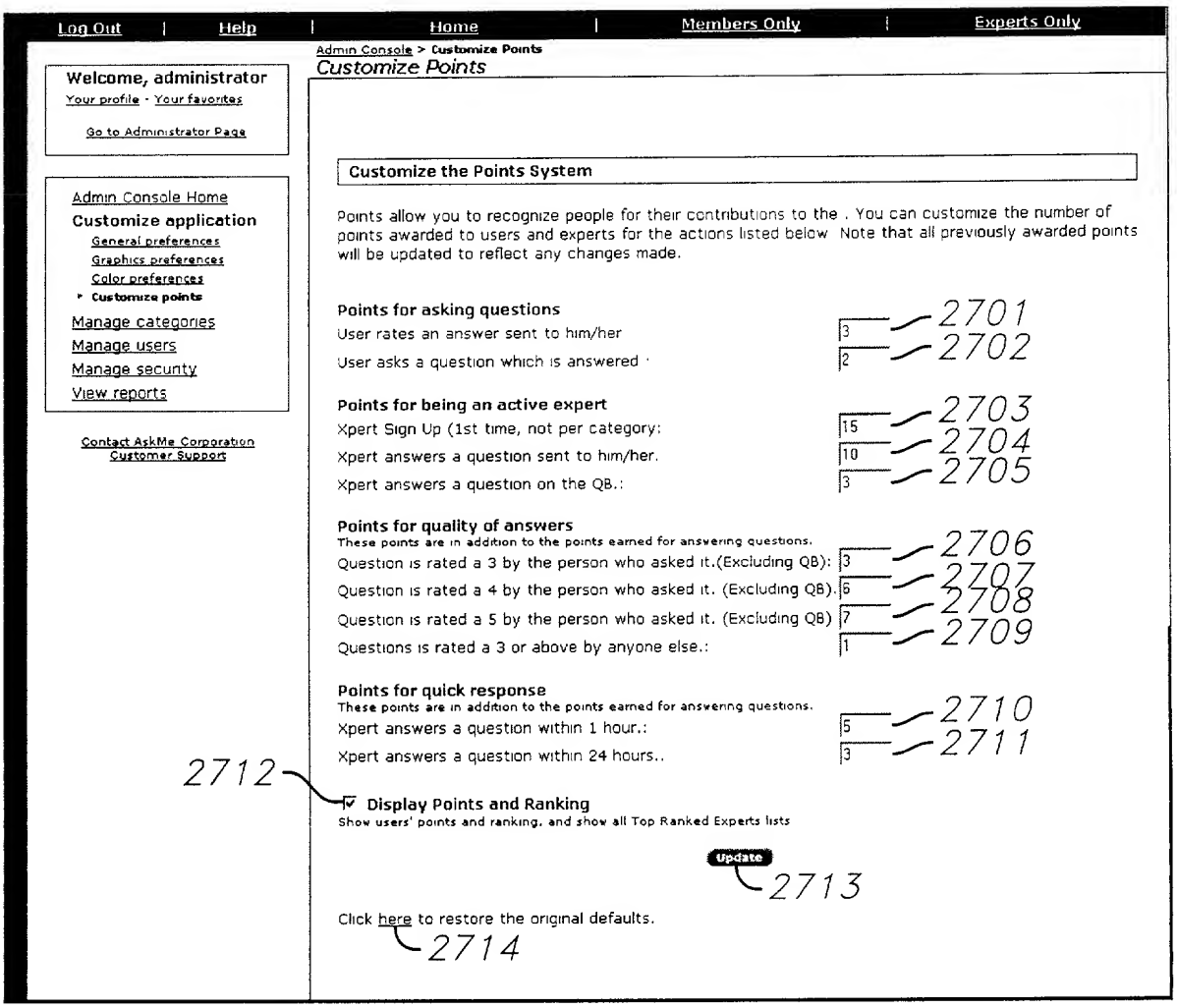
Log Out | Help | Home | Members Only | Experts Only
Admin Console > Customize Points
Customize Points
Welcome, administrator
Your profile - Your favorites
Go to Administrator Page
Admin Console Home
Customize application
General preferences
Graphics preferences
Color preferences
Customize points
Manage categories
Manage users
Manage security
View reports
Contact AskMe Corporation Customer Support
Customize the Points System
Points allow you to recognize people for their contributions to the . You can customize the number of points awarded to users and experts for the actions listed below Note that all previously awarded points will be updated to reflect any changes made.
Points for asking questions
User rates an answer sent to him/her
3
2701
User asks a question which is answered
2
2702
Points for being an active expert
Xpert Sign Up (1st time, not per category:
15
2703
Xpert answers a question sent to him/her.
10
2704
Xpert answers a question on the QB.:
3
2705
Points for quality of answers
These points are in addition to the points earned for answering questions.
Question is rated a 3 by the person who asked it.(Excluding QB):
3
2706
Question is rated a 4 by the person who asked it. (Excluding QB).
6
2707
Question is rated a 5 by the person who asked it. (Excluding QB)
7
2708
Questions is rated a 3 or above by anyone else.:
1
2709
Points for quick response
These points are in addition to the points earned for answering questions.
Xpert answers a question within 1 hour.:
5
2710
Xpert answers a question within 24 hours..
3
2711
2712
Display Points and Ranking
Show users' points and ranking, and show all Top Ranked Experts lists
Update
2713
Click here to restore the original defaults.
2714

Fig. 27

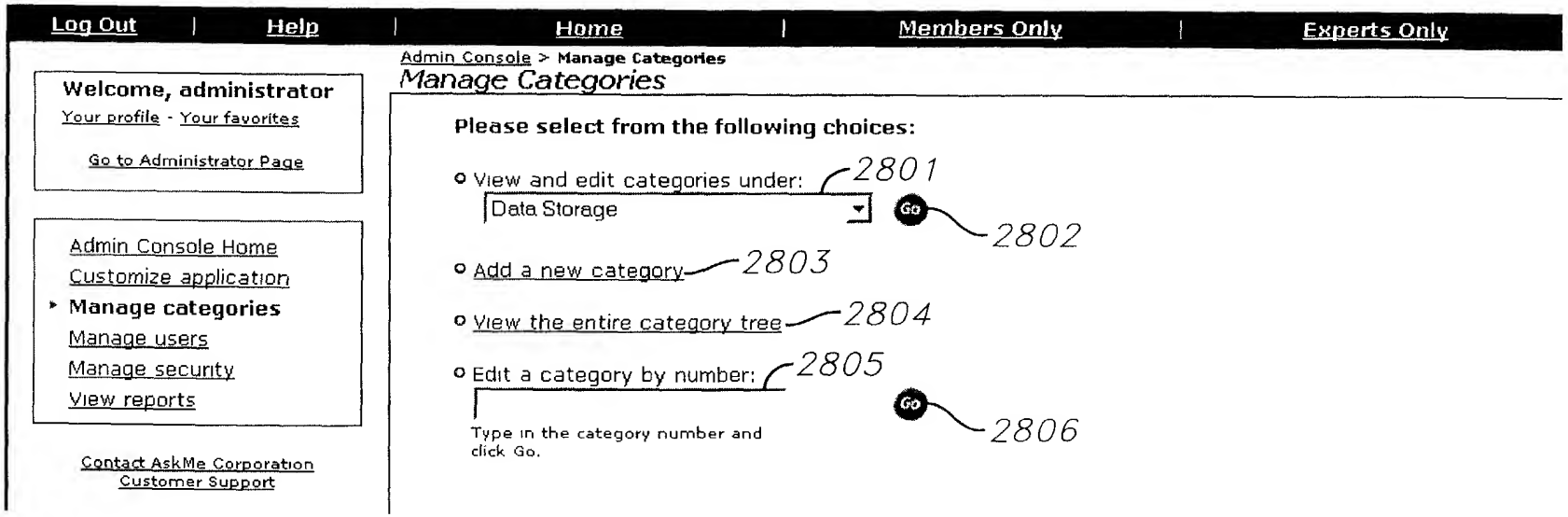

Fig. 28

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Express Mail No. EV020611956US
Inventor(s): Digvijay S. Chauhan et al. Serial No. 09/895,850 Docket No. 980041.402

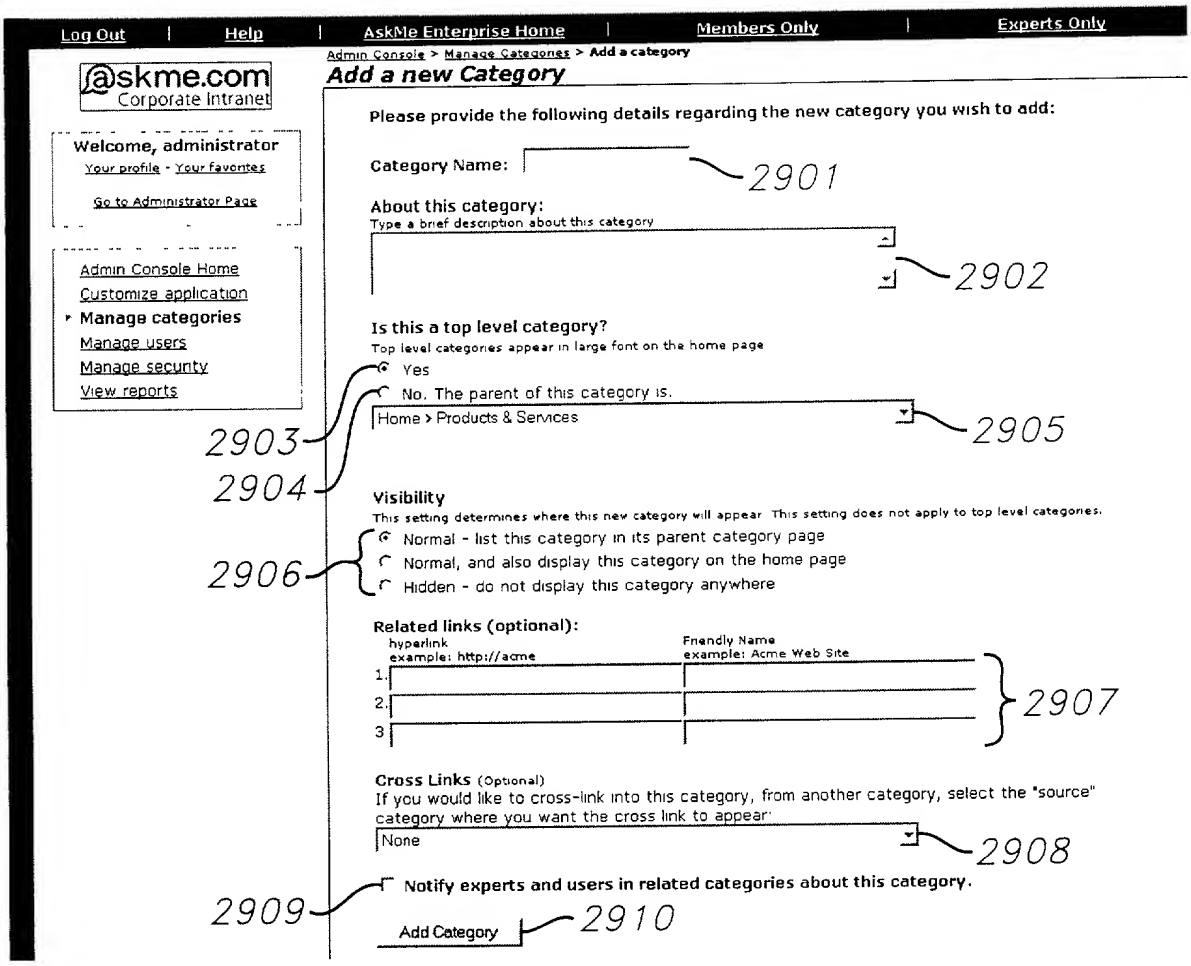
Log Out | Help | AskMe Enterprise Home | Members Only | Experts Only
Admin Console > Manage Categories > Add a category
@skme.com Corporate Intranet
Add a new Category
Welcome, administrator
Your profile - Your Favorites
Go to Administrator Page
Admin Console Home
Customize application
Manage categories
Manage users
Manage security
View reports
Please provide the following details regarding the new category you wish to add:
Category Name:
2901
About this category:
Type a brief description about this category
2902
Is this a top level category?
Top level categories appear in large font on the home page
Yes
No. The parent of this category is:
Home > Products & Services
2905
2903
2904
Visibility
This setting determines where this new category will appear. This setting does not apply to top level categories.
Normal - list this category in its parent category page
Normal, and also display this category on the home page
Hidden - do not display this category anywhere
2906
Related links (optional):
hyperlink example: http://acme
Friendly Name example: Acme Web Site
1.
2.
3
2907
Cross Links (Optional)
If you would like to cross-link into this category, from another category, select the "source" category where you want the cross link to appear:
None
2908
Notify experts and users in related categories about this category.
2909
Add Category
2910

Fig. 29

20030828

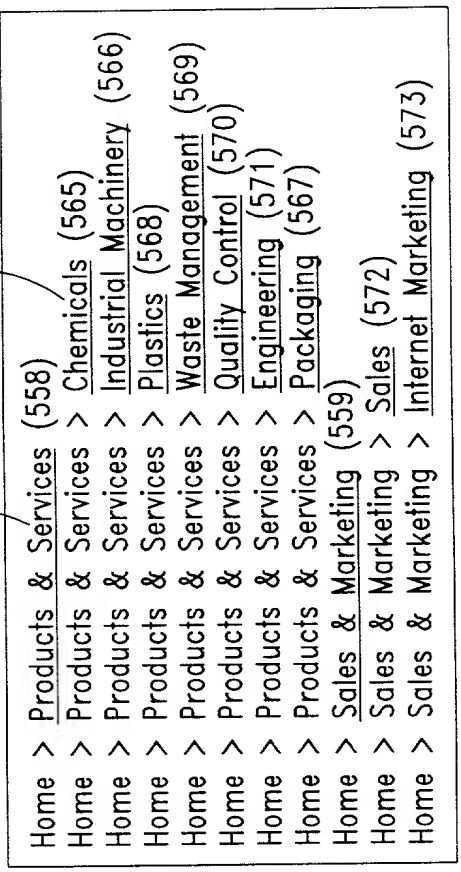

Fig. 30

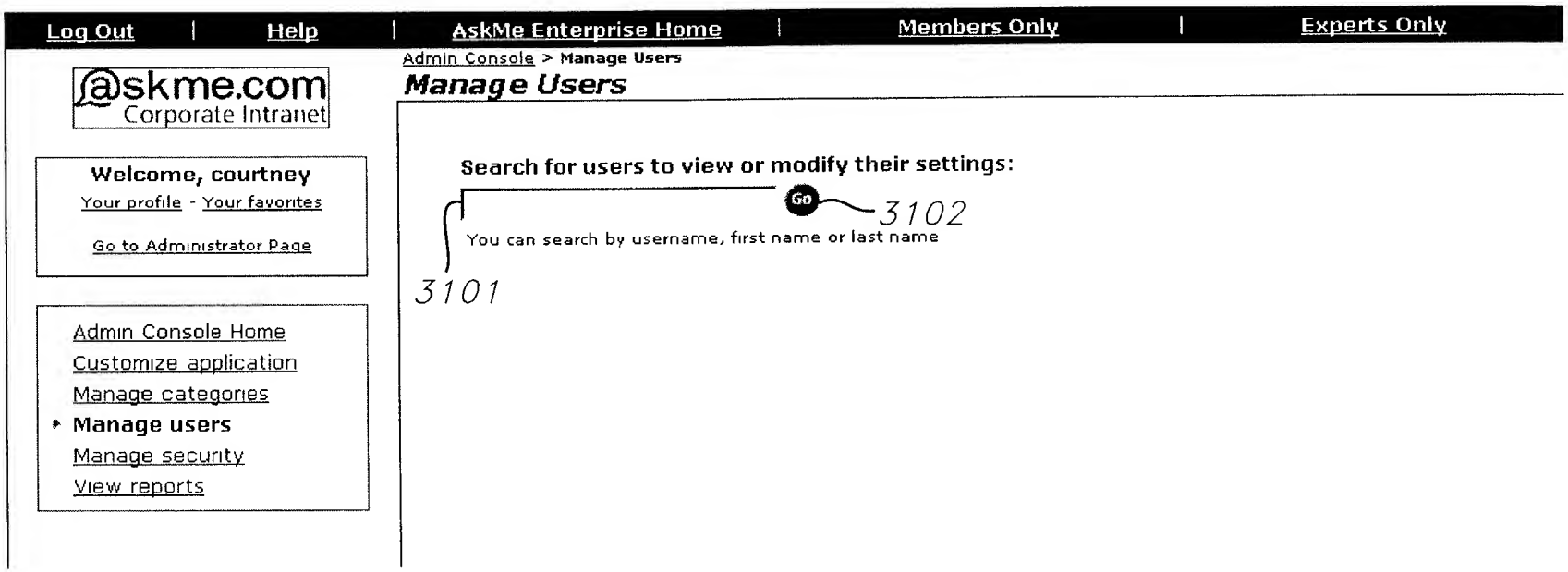
Log Out | Help | AskMe Enterprise Home | Members Only | Experts Only
Admin Console > Manage Users
@skme.com Corporate Intranet
Manage Users
Welcome, courtney
Your profile - Your favorites
Go to Administrator Page
Search for users to view or modify their settings:
Go
3102
You can search by username, first name or last name
3101
Admin Console Home
Customize application
Manage categories
Manage users
Manage security
View reports

Fig. 31

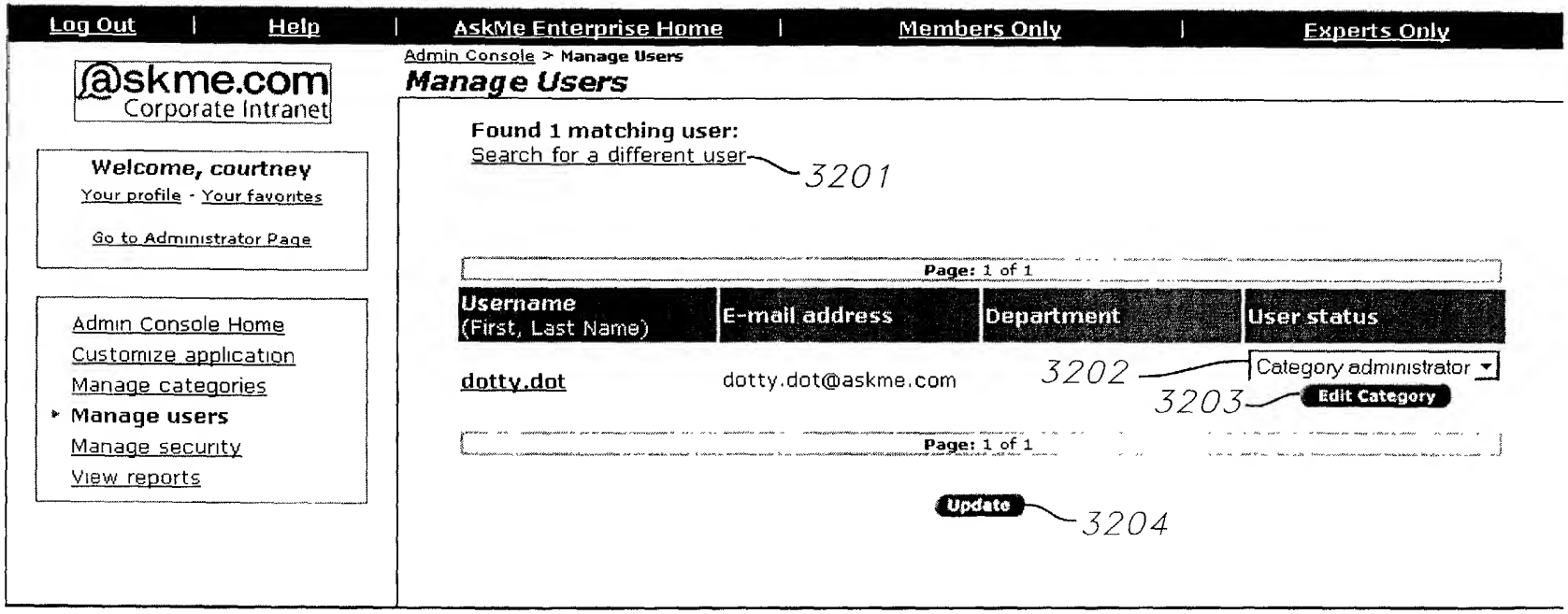
Log Out | Help | AskMe Enterprise Home | Members Only | Experts Only
@skme.com Corporate Intranet
Admin Console > Manage Users
Manage Users
Welcome, courtney
Your profile - Your favorites
Go to Administrator Page
Admin Console Home
Customize application
Manage categories
Manage users
Manage security
View reports
Found 1 matching user:
Search for a different user
3201
Page: 1 of 1
Username (First, Last Name)
E-mail address
Department
User status
dotty.dot
dotty.dot@askme.com
3202
Category administrator
3203
Edit Category
Page: 1 of 1
Update
3204

Fig. 32

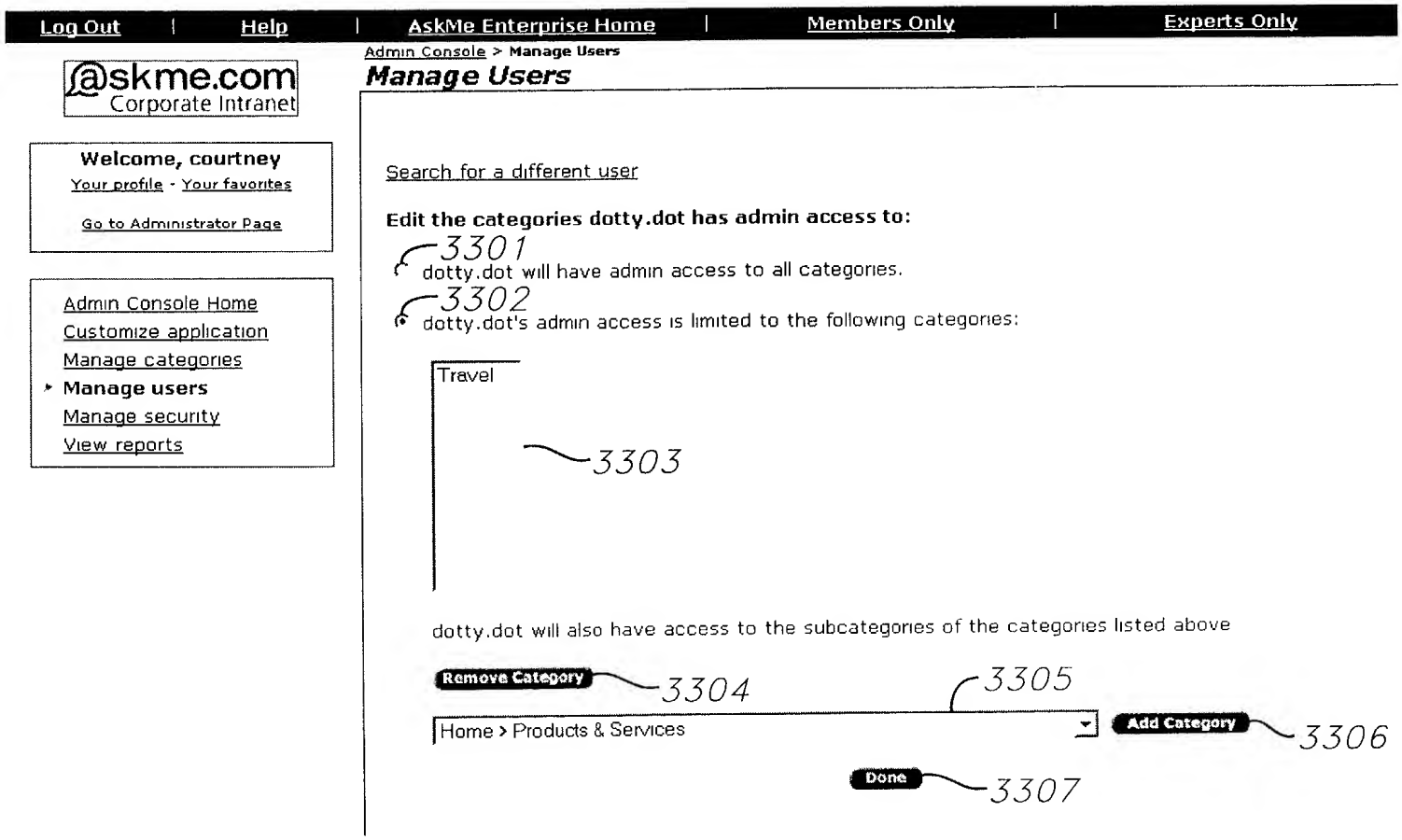

Fig. 33

Title: METHOD AND SYSTEM FOR ENHANCED KNOWLEDGE MANAGEMENT
Inventor(s): Digvijay S. Chauhan et al.
Express Mail No. EV020611956US
Serial No. 09/895,850
Docket No. 980041.402

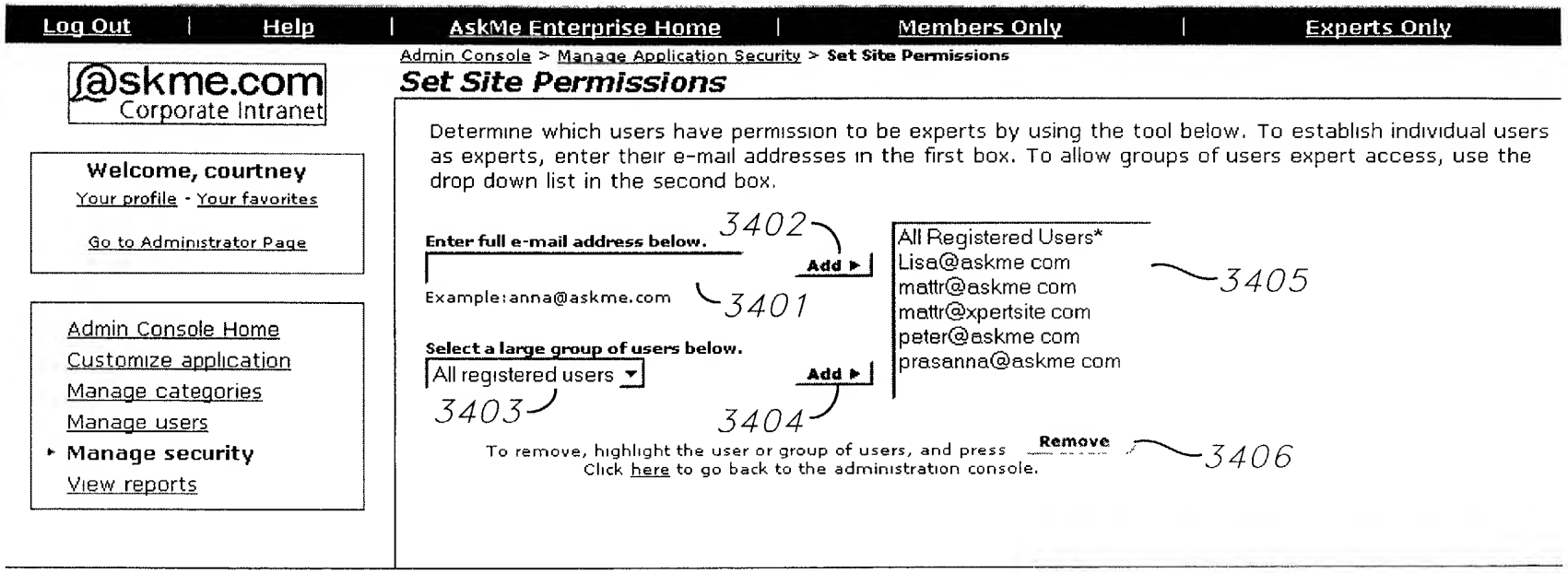
Log Out | Help | AskMe Enterprise Home | Members Only | Experts Only
Admin Console > Manage Application Security > Set Site Permissions
@skme.com Corporate Intranet
Set Site Permissions
Welcome, courtney
Your profile - Your favorites
Go to Administrator Page
Admin Console Home
Customize application
Manage categories
Manage users
Manage security
View reports
Determine which users have permission to be experts by using the tool below. To establish individual users as experts, enter their e-mail addresses in the first box. To allow groups of users expert access, use the drop down list in the second box.
Enter full e-mail address below.
3402
Add
Example:anna@askme.com
3401
Select a large group of users below.
All registered users
3403
Add
3404
All Registered Users*
Lisa@askme com
mattr@askme com
mattr@xpertsite com
peter@askme com
prasanna@askme com
3405
To remove, highlight the user or group of users, and press Remove
3406
Click here to go back to the administration console.

Fig. 34

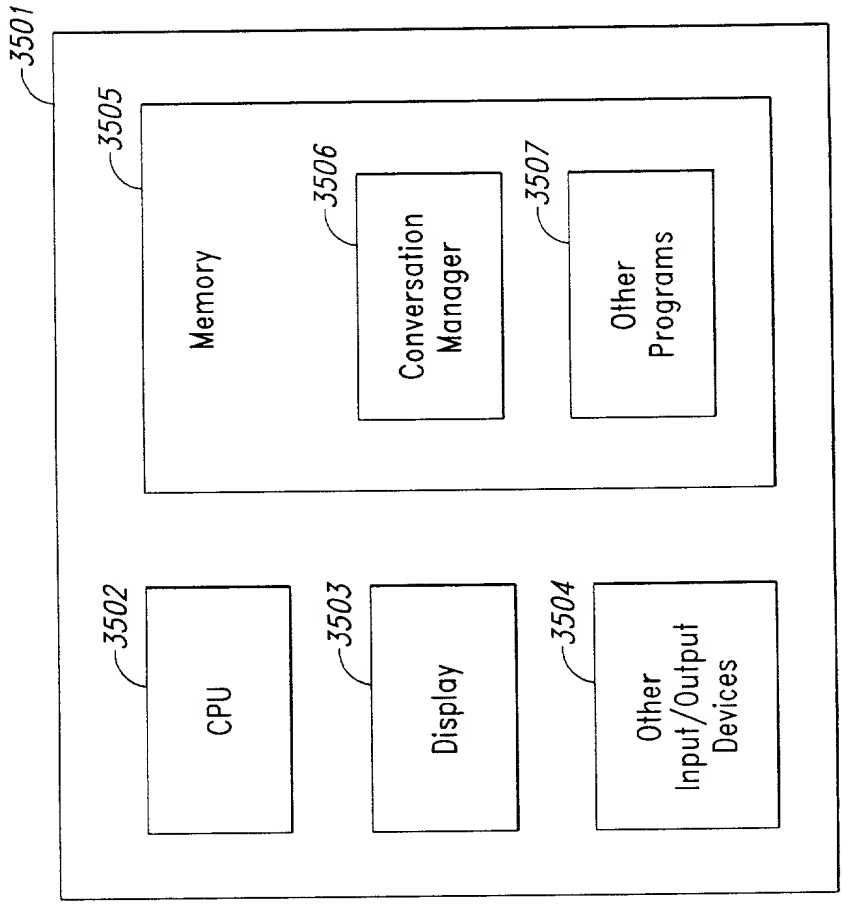
3501
3505
Memory
3506
Conversation Manager
3507
Other Programs
3502
CPU
3503
Display
3504
Other Input/Output Devices

Fig. 35

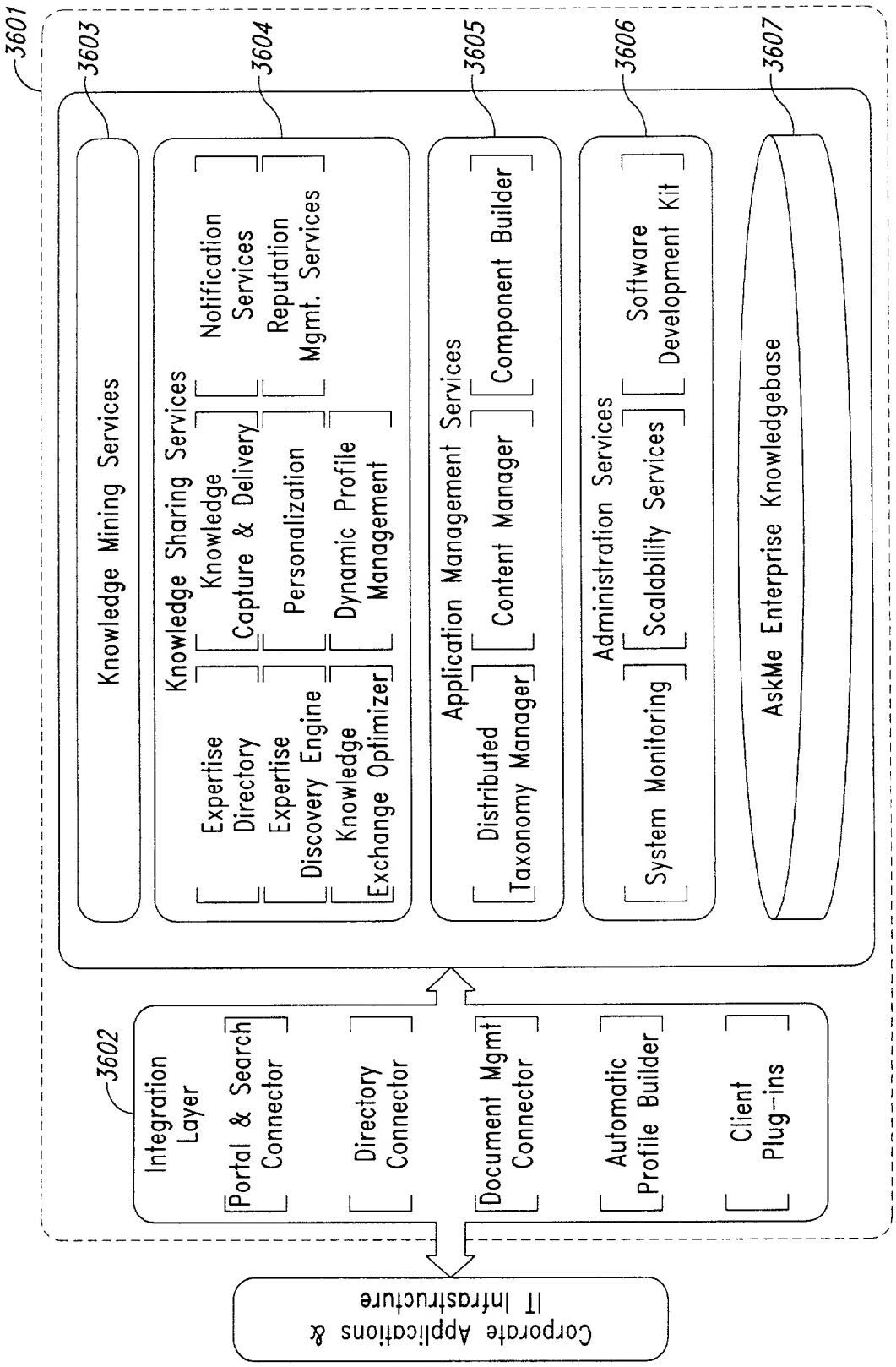
3601
3603
3604
3605
3606
3607
Knowledge Mining Services
Knowledge Sharing Services
Expertise Directory
Expertise Discovery Engine
Knowledge Exchange Optimizer
Knowledge Capture & Delivery
Personalization
Dynamic Profile Management
Notification Services
Reputation Mgmt. Services
Application Management Services
Distributed Taxonomy Manager
Content Manager
Component Builder
Administration Services
System Monitoring
Scalability Services
Software Development Kit
AskMe Enterprise Knowledgebase
3602
Integration Layer
Portal & Search Connector
Directory Connector
Document Mgmt Connector
Automatic Profile Builder
Client Plug-ins
Corporate Applications & IT Infrastructure

Fig. 36

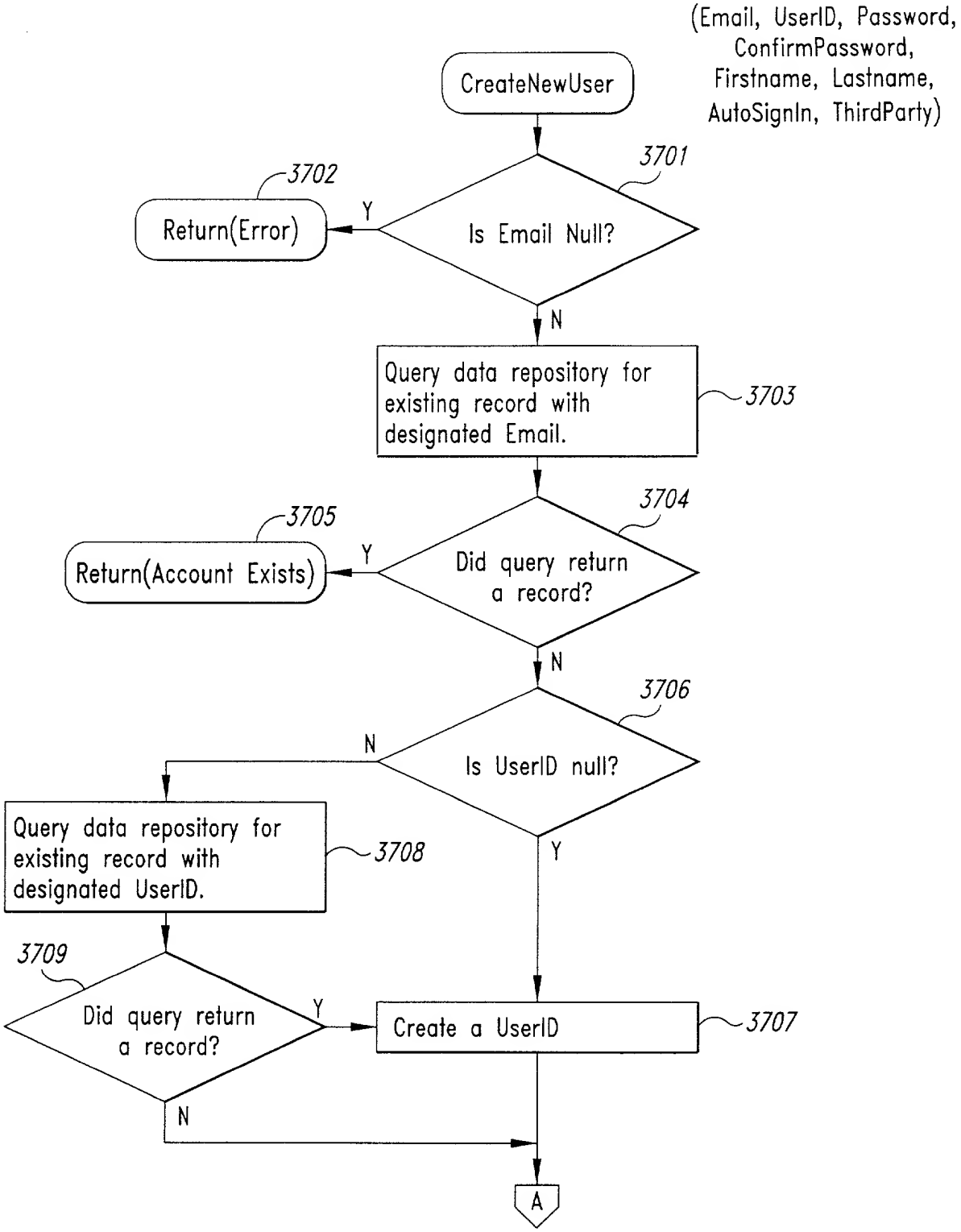
(Email, UserID, Password, ConfirmPassword, Firstname, Lastname, AutoSignIn, ThirdParty)
CreateNewUser
3701
Is Email Null?
Y
3702
Return(Error)
N
Query data repository for existing record with designated Email.
3703
3704
Did query return a record?
Y
3705
Return(Account Exists)
N
3706
Is UserID null?
N
Y
Query data repository for existing record with designated UserID.
3708
3709
Did query return a record?
Y
Create a UserID
3707
N
A

Fig. 37A

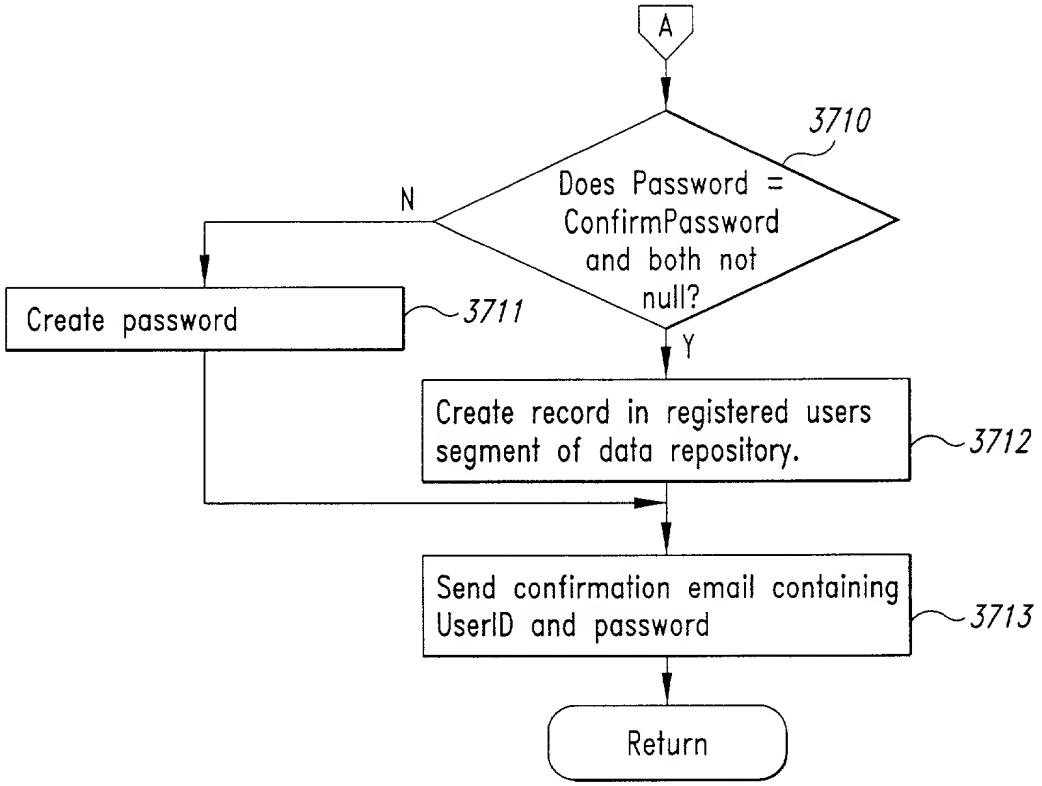
A
3710
Does Password = ConfirmPassword and both not null?
N
Y
Create password
3711
Create record in registered users segment of data repository.
3712
Send confirmation email containing UserID and password
3713
Return

Fig. 37B

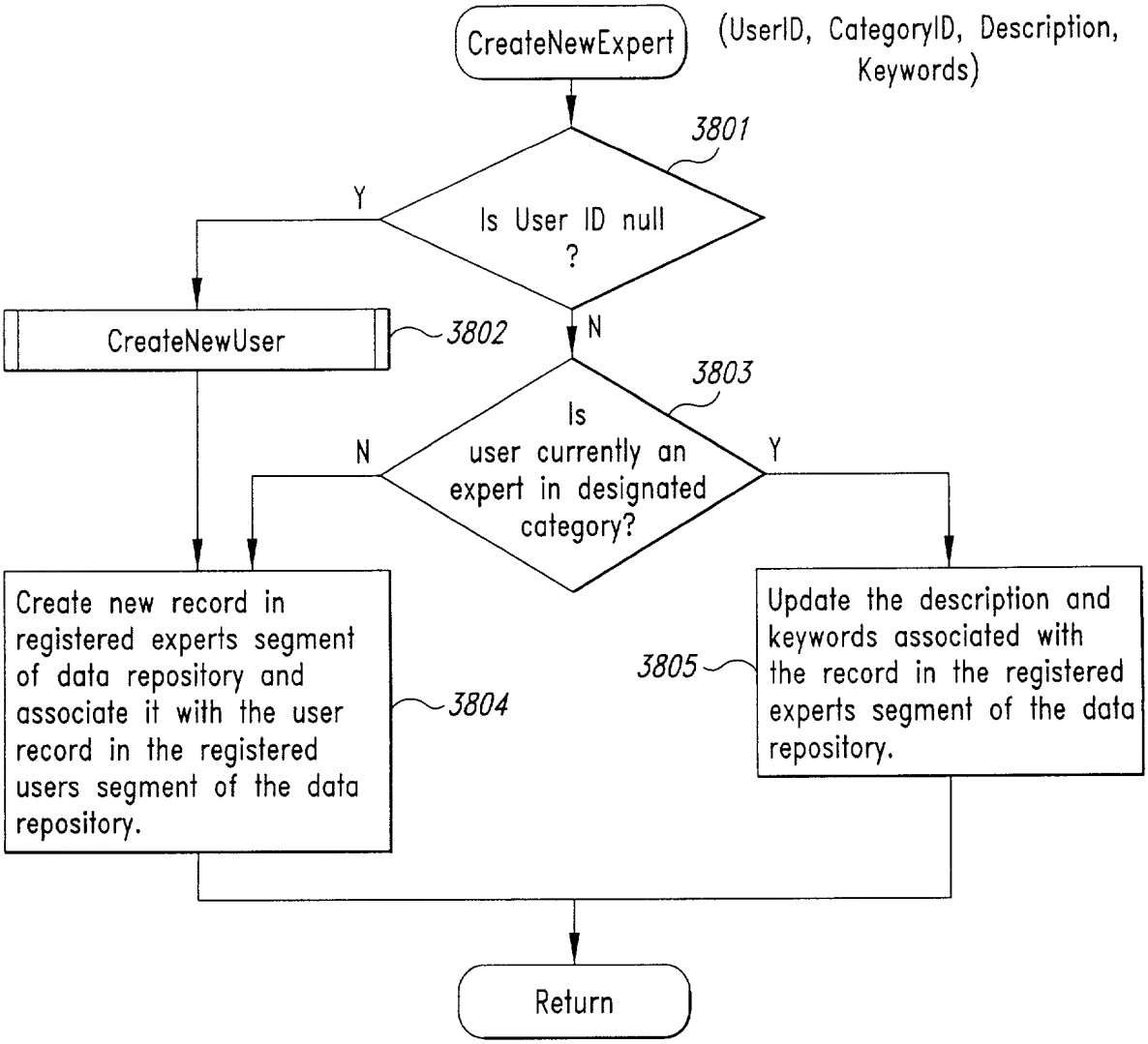
CreateNewExpert
(UserID, CategoryID, Description, Keywords)
3801
Is User ID null ?
Y
N
CreateNewUser
3802
3803
Is user currently an expert in designated category?
N
Y
Create new record in registered experts segment of data repository and associate it with the user record in the registered users segment of the data repository.
3804
3805
Update the description and keywords associated with the record in the registered experts segment of the data repository.
Return

Fig. 38

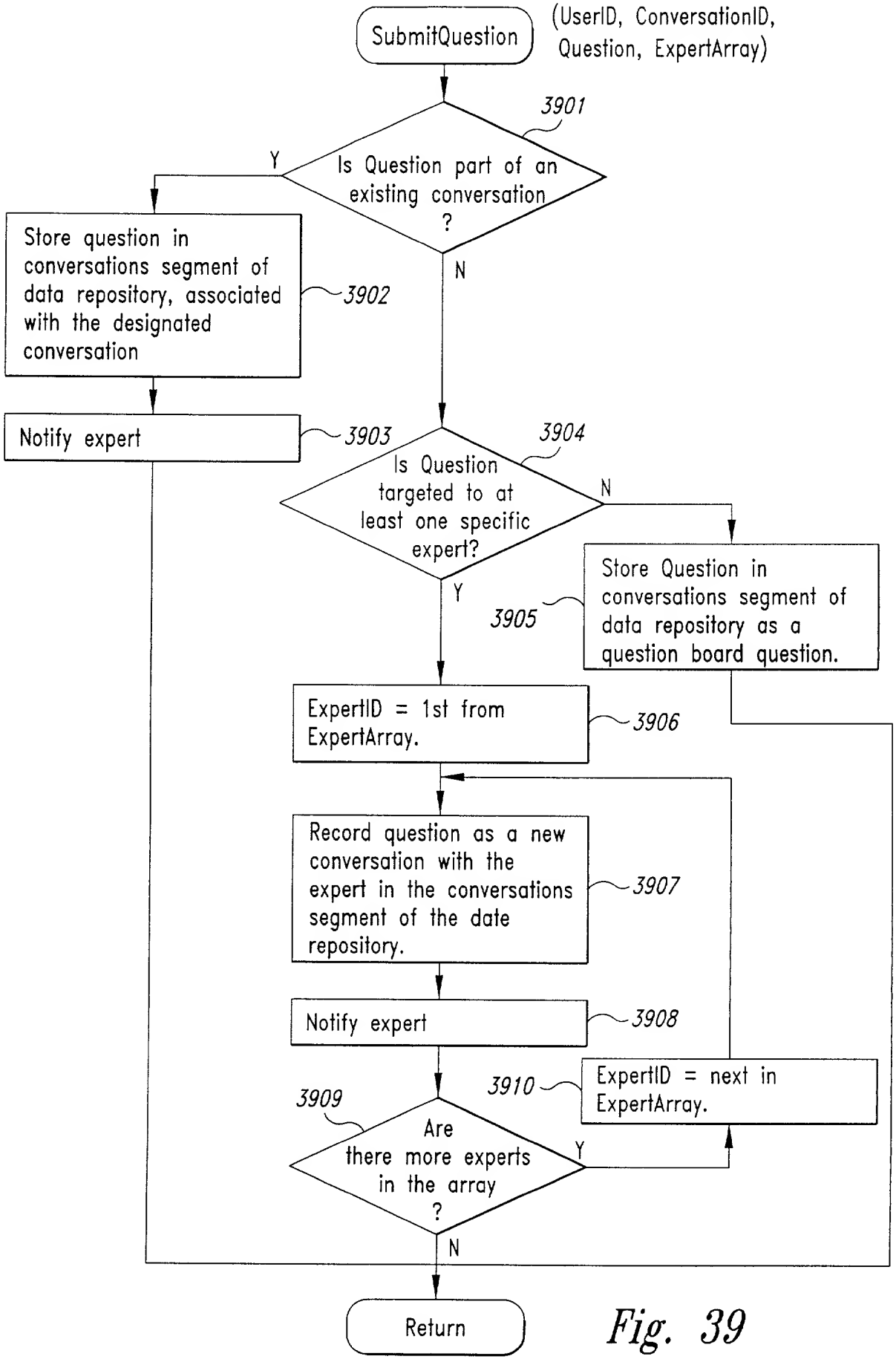
SubmitQuestion
(UserID, ConversationID, Question, ExpertArray)
3901
Is Question part of an existing conversation ?
Y
N
Store question in conversations segment of data repository, associated with the designated conversation
3902
Notify expert
3903
3904
Is Question targeted to at least one specific expert?
N
Y
3905
Store Question in conversations segment of data repository as a question board question.
ExpertID = 1st from ExpertArray.
3906
Record question as a new conversation with the expert in the conversations segment of the date repository.
3907
Notify expert
3908
3910
ExpertID = next in ExpertArray.
3909
Are there more experts in the array ?
Y
N
Return

Fig. 39

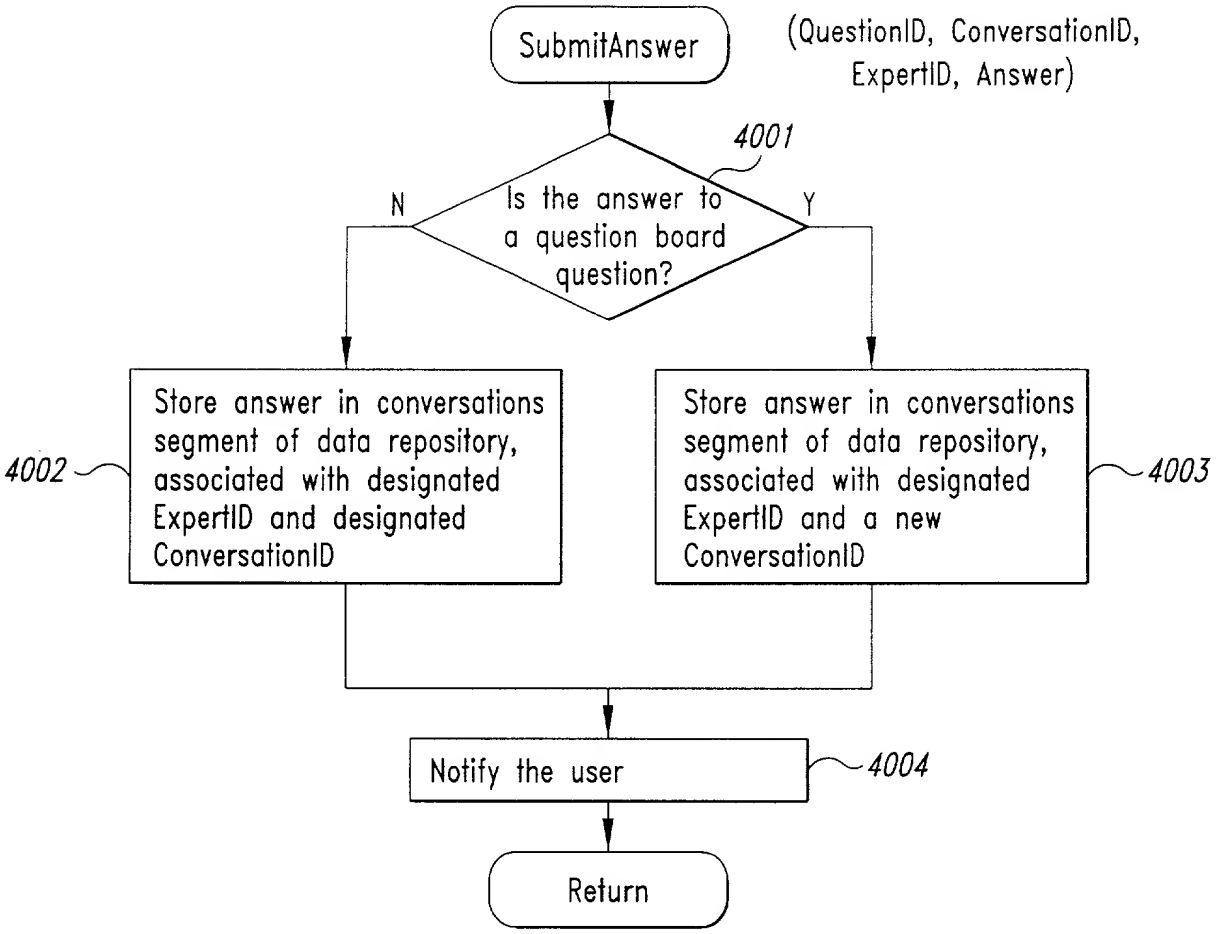
SubmitAnswer
(QuestionID, ConversationID, ExpertID, Answer)
4001
Is the answer to a question board question?
N
Y
Store answer in conversations segment of data repository, associated with designated ExpertID and designated ConversationID
4002
Store answer in conversations segment of data repository, associated with designated ExpertID and a new ConversationID
4003
Notify the user
4004
Return

Fig. 40